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MMS Reports
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Collecting Dust &
Other Stuff-p. 40

OCTOBER 1991 \$2.50

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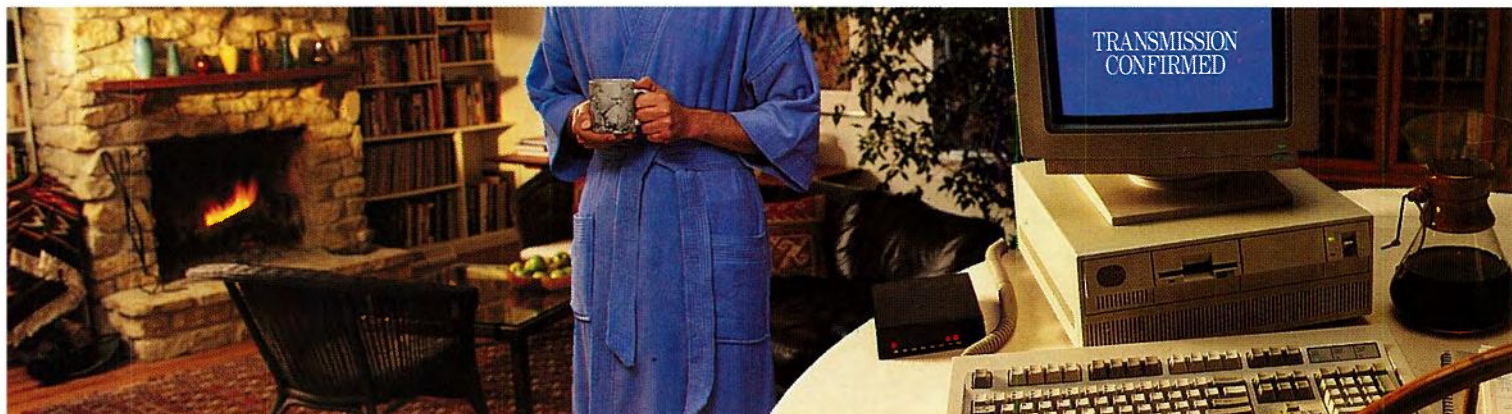
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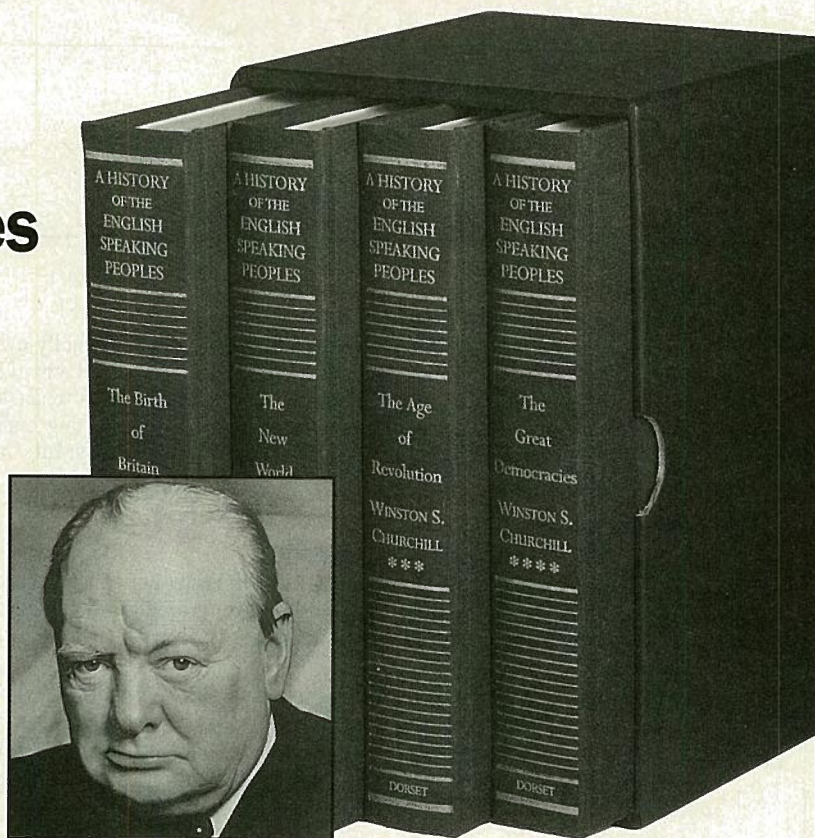
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CONTENTS

FEATURE

Feature Story

12 Adventures in Venture E-Mail

Entrepreneurs are finding that their small businesses, while wholly owned, are in fact only partly human: using electronic mail, they've created virtual sales and distribution departments and crucial document-exchanging links to the home office. They've also managed to appear larger than they really are, a big business-world plus. Bonus: Tips on e-mail productivity, addressing and courtesy; Internet's exploding mailing lists.

Computing Services

20 Scanning the Technological Borderlands

In the Telecommunications Issues Forum, telecom professionals and those interested in developments such as cellular radio and the Integrated Services Digital Network trade technical advice and get philosophical about the future. Plus: Who and how the forum helps.

23 New Blue Support: Users of IBM's Desktop and OS/2 software get direct support from the manufacturer in two new forums. Plus: Sysops' picks of forum files.

26 VAX Meets Pro Press: Technical editors and columnists from Professional Press' magazines and books add a new dimension of expertise, and even a little controversy, to the systems-based VAX Forum. Plus: Select forum files.

Money Matters

30 On a Clear Day You Can See the Momentum Indicators

Pioneers in online economic forecasting, MMS International analysts called it right on the money when picking the dollar's direction during 1991's unstable first quarter. Meet the chart-watching minds behind the climb and ahead of the game. Also: A guide to MMS reports.

Travel

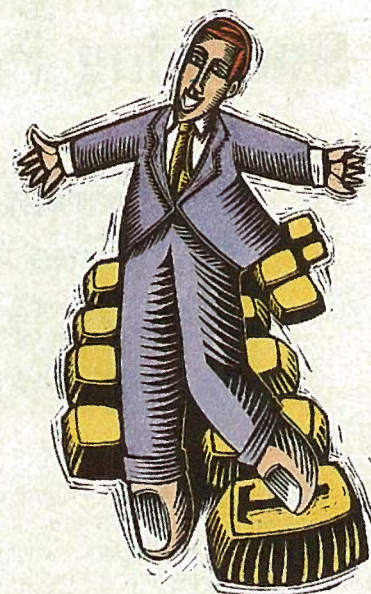
34 Time Traveling in St. Mary's City

Maryland's first capital predated Williamsburg as a colonial England settlement, but turned into a historical footnote barely 60 years later. Now actors stroll the grounds recreating early American life much like the Virginia restoration, but here the past is yet emerging from the earth below. Plus: Lining up lineages in the Genealogy Forum.

Personal Business

40 Collect Yourself, Please. . .

...in which we answer the burning question, "Why just have one of something, when 500 will do?" CompuServers who reside in the Collectibles Forum and elsewhere have passions for acquiring items from dirt to death certificates to wine. Find out *why* and how the online connection fits in. Plus: Collectibles Forum files.



The electronic mailman—p. 12



Historic St. Mary's—p. 34

Too Hot to Print

► Catch computer industry news as it happens, read special reports, commentary and more product reviews. You'll find it only in *Online Today*, a daily updated newspaper.

Behind the Screens	OLT-130
CompuServe This Week	OLT-50
Online Today Guide	OLT-351
Product Reviews	OLT-200
File Listing Updates	OLT-600
Today's News	OLT-90

DEPARTMENTS

3	Dear Reader	43	Hardware and Software Reviews
4	Letters	46	Book Reviews
6	Monitor	47	Go Mail
10	Uploads: New and Classic Forum Files	60	Update: Last-minute News

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Dear Reader

Much has been written about electronic mail, and however it's sliced, the one thing that always stands out is how e-mail can make a small business big. Just like the "big guys," proprietorships, home-based businesses and small companies that have e-mail as a silent partner also possess worldwide reach, 24-hour customer support and contact with potential customers and partners likely to fit their entrepreneurial niche.

This month, we take a look at CompuServe Mail (which includes its gateways to other major international electronic mail systems) and how it is working for people like you to increase business and forge profitable partnerships across the distances. As always, we provide examples of CompuServers who are in the forefront and making the most of an ever-expanding service. You're sure to get some good ideas that are applicable whether you're a consultant, small business operator, a home-based proprietor or a manager in a company of any size in any nation.

Also within are practical guides, including tips on how to make e-mail more productive ("12 Ways to Increase E-Mail Output," p. 14); mini-tutorials on sending faxes, Telexes, and US Postal hardcopy; and the lowdown on exchanging e-mail with other major electronic mail systems such as Internet, AT&T Mail and MCI Mail (p. 16). Just to be sure you get it *all* right, we've even included a guide to e-mail etiquette (p. 17) and international rules of the road.

* * *

In August, *CompuServe Magazine* published a travel piece on Caribbean and South American river cruises operated by Society Expeditions and marketed by Abercrombie & Kent International, SE's marketing partner. The article entitled "Adrift in the Amazon" (August Travel, p. 34) was a first-person account by author Pat Pugh of her experiences aboard the cruise ship *Society Adventurer*.

CompuServe Magazine later learned that the *Society Adventurer* had not been delivered by the shipbuilders to Society Expeditions, and that the author had not taken the cruise as described in her story. She prepared the article from information supplied by the cruise operators and marketers.

We made a mistake in publishing "Adrift in the Amazon" and apologize to you, our readers. Regardless of circumstance, editors are always responsible for a publication's content, and we did not fully meet our responsibilities in scrutinizing this travel article. Though we did contact Society Expeditions prior to publication for verification of certain information, we did not uncover the discrepancy regarding the cruise liner. Our credibility is of utmost importance to us and to you, and we are making a thorough reevaluation of our editing, fact-checking and contract writer screening policies. We will do everything we can to ensure that a similar incident does not occur in the future.

Society Expeditions has informed us that they do operate cruises on other cruise liners similar to the one described in the August story. For more information, you may call Abercrombie & Kent International toll-free at 800/323-7308.

* * *

Many thanks to all who wrote to express appreciation for *CM's* August "Modemocracy" and "Life After AIDS" articles. We have received more mail about those two pieces than on anything since the February Monitor section brief that compared the brain function and writing ability of Mac versus IBM users! Regretfully, we don't have enough space to publish more letters, but we've chosen a half dozen (Letters, p. 4) that are good representatives of the collective CompuConsciousness.

Please keep writing (address: 76004,3302)—we love to hear from you.

Douglas G. Branstetter
Editor

'Modemocracy'

I found the articles on online advocacy ("MicroPopulists Speak Up," July 1991, p.12) interesting and encouraging. Our local and national problems will be solved only when we become informed of the issues, and then make our judgments known to legislators. Bouncing ideas off others in the forums is a great way to hone one's thoughts.

But there is a problem that CompuServe possibly could solve. The problem is the information gap we all suffer because of a lack of access to information about pending legislation at local, state and federal levels. What is needed is a read-only gateway into the federal and state systems, which are available to all legislators. Those systems list all pending bills, the status of each bill, committee reports, voting records and other useful information. If CompuServe could provide access to those databases, it would make for a much more honest government. No longer would high-spending, special-favor pork barrel bills slip through without someone noticing. Information is power, and the power lies with an informed population. If we do not exercise that power, then we deserve the government we get.

Richard Stoney
Covina, Calif.

I was interested to see the article on "modemocracy." I recently used CompuServe for this type of work—to help coordinate an effort by Religion Forum members to get ABC Television to change its plans for a series, which would have been defamatory to the many neo-pagans who frequent that forum. ABC dropped the proposed series thanks to a flood of letters from CompuServe members and others who were notified via computer conferencing. I think this is truly the wave of the future in grassroots activism. Thanks for providing this type of service.

Paul Suliin
Whittier, Calif.

I found your feature article "MicroPopulists Speak Up" very interesting, especially the sidebar, "Finding a Forum for Your Views." One topic I would like to add to the list is vegetarianism. While not exactly at the center of controversy, this significant segment of society (about 8 percent in most developed nations) is often misunderstood.

There is a place on CompuServe where vegetarians and vegans gather: Cooks Online (GO COOKS). While currently there isn't a formal message section, we chat and share ideas. Library 11, "Vegetables," is loaded with meatless recipes. Everyone is welcome.

Chris Mitchell
Carson City, Nev.

Editor's Note: Watch for a story related to vegetarianism in an upcoming issue.

AIDS Article

The article on AIDS ("Life After AIDS," July 1991, p.38) and the beautiful support of HSX-100's Section 13, "Living With AIDS," is sensationally beyond the usual fare for *CompuServe Magazine*.

I am not gay or a drug user, but live in New York City and work in the fashion industry. I could recite several dozen names of people I've known who've died from AIDS, or are about to, so the article hits close to home. Still, I imagine that anyone would be warmly affected by the lives and interactions, so starkly, yet humanely described in the article.

I commend the writer and her editor for a direct, honest, clean, unaffected, and yet considerate manner of writing; the HSX Forum for providing the network of information and love to PLWAs; and CompuServe for making this all possible.

Jean-Pierre Radley
New York City, N.Y.

Thank you for finally mentioning in print the existence of services for gay people on CompuServe. The feature about the "Living With AIDS" Section in HSX ("Life After AIDS," July 1991, p.38) and the mention of the Gay Alliance in the "modemocracy" article ("MicroPopulists Speak Up," July 1991, p.12) are both welcome surprises.

It's appropriate that your 10th anniversary issue, coincidentally coming exactly 10 years after the first reports about AIDS, would include a feature about what CompuServe offers to people facing the disease.

I can only hope that this reflects a more mature attitude toward the gay community than we experienced during our efforts to open a full forum for gay and lesbian issues.

Todd VerBeek
Grand Rapids, Mich.

Thank you for your compassionate and informative article on people living with HIV. CompuServe not only has a brain but also a heart.

Ronald W. Kirkpatrick
Gahanna, Ohio

File Listings

I am a consultant working from home and am always interested in sources of information to help me do my job better. So, I usually read your magazine carefully each month. While many articles are helpful, there is one pervasive flaw—your articles make the information sound like it is easier to get and in a more useful format than it really is.

July's article "Database Troubles? Ask the Advisor" (July 1991, p.25) is a case in point. Reading the box on "Favorite DBA Files," I thought how useful it would be to have a ZIP code directory on my disk. So I downloaded ZIPCOD.ZIP, went online to find out what the decompressing file was

and how to split up this composite file, and finally how to apply the decompressing file. When I finally got the ZIP codes into my database, I found that it was a demo file for California only and that it was useless for cities with more than one code because it did not give addresses within the cities. A waste of time and money.

I had a similar experience when I tried to download clip art listed in the desktop publishing article ("Clip Art Library Files," February 1991, p.16). After hours of trying, I ended up empty-handed.

Granted, the purpose of your articles is to sell online time, but I think your efforts may backfire if your readers end up so frequently in dead ends.

Michael Dawson
Cambridge, Mass.

Editor's Note: CompuServe Magazine will redouble efforts to more carefully screen the contents of its file listings. We ask readers to report to us file listings that are lacking in some way, or that are particularly difficult to render into a usable format. Send feedback via CompuServe Mail to 76004,3302.

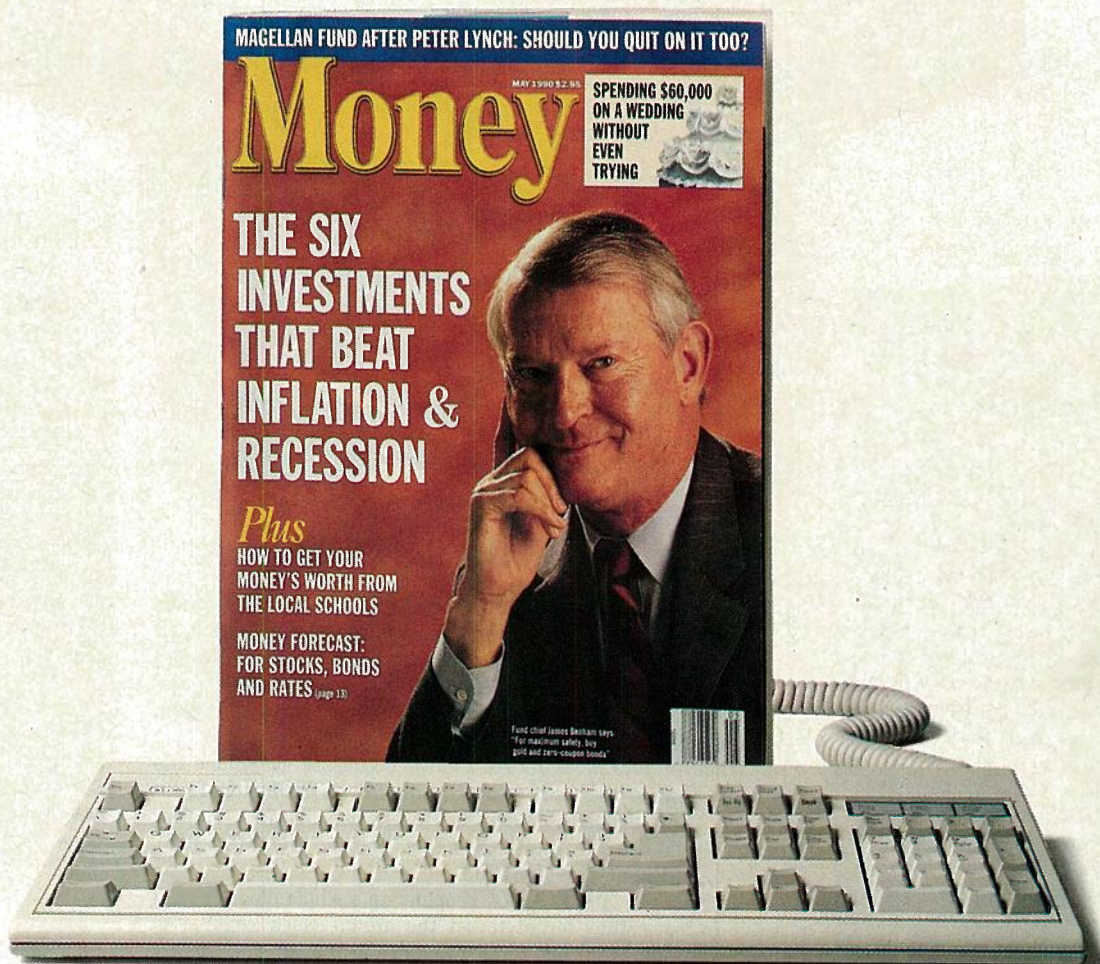
Hound Graphic

What a pleasant surprise to see the graphic file of my hound ("Nothin' But a Graphic Hound Dog," July 1991, p. 7) in *CompuServe Magazine*. I did that file some time ago and had forgotten about it being in the Outdoors Forum, Library 6. That picture also appears on the homebrew beer label I use for my beer, Texas Dawg Slobber Ale. The label can be found in the Bacchus Wine Forum Library 14. Type BRO:KEY LABEL to find them, plus some nice labels by other homebrewers.

John Patterson
Lampasas, Texas

Send a Letter

Send your letter to the editor by CompuServe Mail to 76004,3302. A \$25 connect credit is given to the writer of each letter published. *Sorry, we cannot acknowledge letters or answer questions through this service.* Please use CompuServe's Feedback system (GO FEEDBACK) for questions, problems, address changes, etc. A representative from Customer Service will be glad to help you.



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MONITOR

Making the Commute a Memory

If one too many cars has cut in front of you during rush hour, take heart. Telecommuting is on the rise.

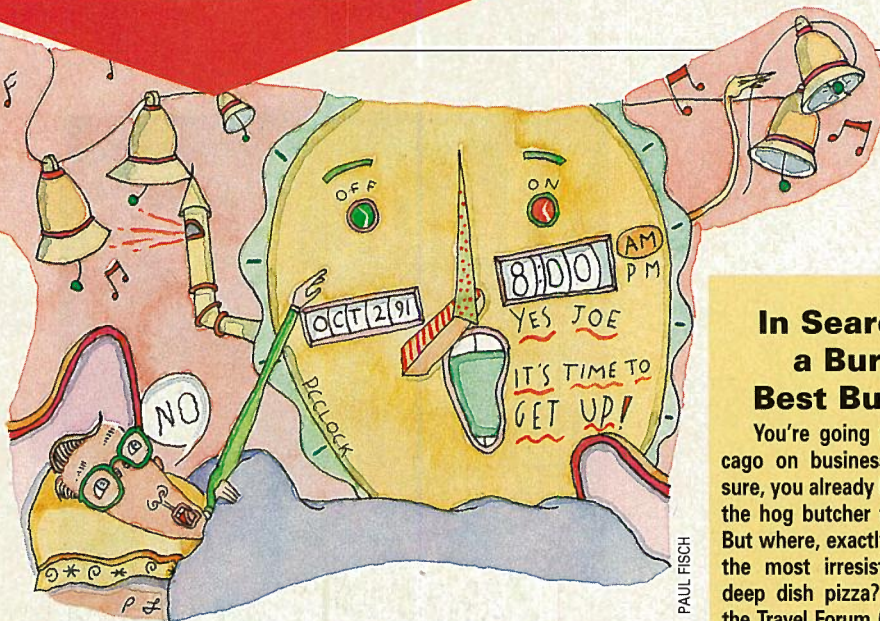
The number of workers who telecommute to jobs two or more days each week will increase over the next two years, according to a survey of 88 San Francisco-based mid-level corporate managers by the Northern California Telecommuting Advisory Council. A full 41 percent of the managers surveyed believe telecommuting will increase 10 percent to 15 percent, while another 20 percent predicted an increase of 20 percent to 25 percent. Not a single manager expected the number of telecommuters to decline.

A key reason telecommuting works well, say those surveyed, is increased worker productivity. Thirty-two percent of the managers said employees get more done when they work from home than in the office.

For more information on telecommuting, consult file SFMGRS.DOC in Library 11, "Jobs/Telecommuting," of the Working From Home Forum (GO WORK).

Monitor

Contributors:
Mike Pietruk, Cathryn Conroy, Lindsay Van Gelder



Punctual to the Last Proton

You may never be late again with PCCLOCK, a computer alarm-clock and calendar. This shareware program sets itself automatically by calling the atomic clock at the National Institute of Standards in Boulder, Colo. Time and date are displayed using any of 80 built-in designs, or one of your own creation. It features a 12- or 24-hour display and a chime.

To trade in your clock for an atomic hourglass, download file PCK214.ZIP from the Astronomy Forum (GO ASTROFORUM), Library 17, "New Uploads." Macintosh users can obtain a similar program from the Macintosh Systems Forum (GO MACSYS), Library 6, "Utilities," file NIST.SIT.

Even if you are late, PCCLOCK opens up a whole new realm of possible excuses: they forgot to set the atomic clock ahead, the radioactive isotopes in the atomic clock are past their half-life....

WORLD UPDATE

Getting the Business from the UK and Europe

CompuServe members worldwide now can obtain specialized business data, such as lines of business, corporate officers and, in some cases, financial information on European companies from three searchable services.

UK Company Library (GO UKLIB) contains financial information on more than 1.2 million companies in the United Kingdom. Notable databases include Extel Cards, ICC British Co. Directory and Kompass UK.

German Company Library (GO GERLIB) offers directory and credit information on 48,000 German companies.

Credit Reform and Hoppenstedt's Directory of German Companies are among the databases represented.

Broad, general coverage of 2 million companies throughout the region can be found in European Company Library (GO EUROLIB).

Members can obtain, without surcharge, a complete summary of the databases in each service, plus usage instructions. Each Company Library carries a search charge and a full-text retrieval charge.

Users of Minitel, the French videotex network, now have access to CompuServe's computer

and software support, financial services, news, travel information, reference and more.

CompuServe Limited Edition is the result of an agreement between CompuServe and *le nouvel Observateur*, a media group specializing in videotex services in France and Europe.

Membership to CompuServe is not required. Users pay a connect charge of about \$20 per hour, in one-minute increments, charged to their phone bills.

For more details Minitel users may contact *le nouvel Observateur* via the dial-up number "3617 COMPU" on Minitel.

In Search of a Burg's Best Burgers

You're going to be in Chicago on business. And yeah, sure, you already know that it's the hog butcher to the world. But where, exactly, do you find the most irresistible slice of deep dish pizza? Regulars on the Travel Forum (GO TRAVSIG) habitually grill each other about the best eating in their respective hometowns. Sysop Jerry Schneiderman recently compiled some of these threads and put them in Library 1, "United States." Browse using one of the following city names as a key word (Washington, D.C., San Francisco, New Orleans, New York or Chicago), or to see them all, use the key word "dining."

Toner or Not Toner: The Big Question

Canon has introduced a Clean Earth Campaign to prevent toner cartridges from ending up in landfills by using recyclable portions of old cartridges to make new ones. In addition, the National Wildlife Federation and the Nature Conservancy share a \$1 donation from Canon for each used cartridge the company receives.

Simply follow the instructions with the cartridge to return it to Canon at no cost to you.

If you're wondering what difference it could make, consider this: During the six-month pilot project Canon conducted in 1990 on the West Coast, some 90,000 cartridges were returned, resulting in donations of \$45,000 each to the Nature Conservancy and the National Wildlife Federation.

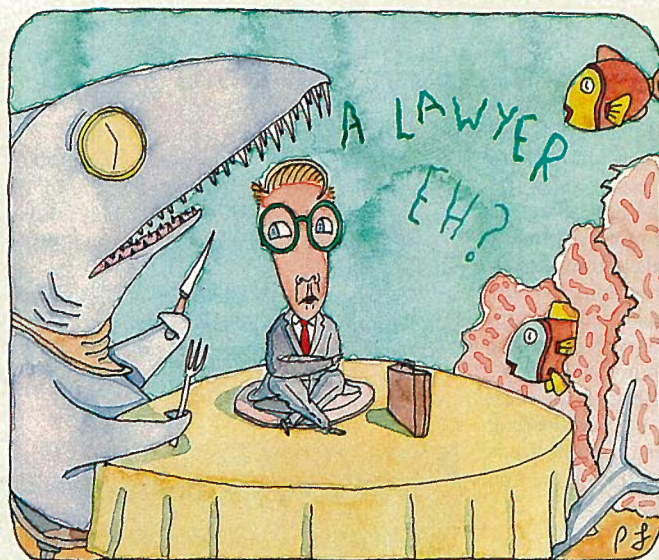
For more information about the Canon Clean Earth Campaign, call 800/962-2708 or visit CanonNet (GO CANON) on CompuServe.

Dispatches to the 'Recently Outplaced'

If the recession derailed your career fast track, a new monthly newsletter, *Making It on Your Own*, in the Working From Home Forum (GO WORK) may be just the ticket for refocusing your goals.

Compiled by Forum Managers Paul and Sarah Edwards, each installment furnishes doses of inspiration and expertise on market trends, as well as resources and tips for working independently.

MAKEIT.691, for example, includes features on handling negative clients, combatting stress, fitting exercise into your work schedule and dealing with customer complaints. See Library 1, "General Information."



What? No 'Briefs' References?

When Dan Kohane, assistant manager of the Legal Forum (GO LAWSIG), posted a message asking for help for a friend of his who needed a "clean lawyer joke" for a speech, he was overwhelmed by the response from his fellow forum members. The jokes were, indeed, clean. But they all bore a certain, shall we say, sliminess. Samples:

Why do man-eating sharks decline to eat lawyers? Professional courtesy.

Or: You're driving home from work, and as you cross the bridge, you see an IRS auditor and a lawyer engage in a terrible traffic accident. Both cars are ablaze, and you would only have time to rescue one of them. What do you do ... go home and watch "Cosby" or "The Simpsons"?

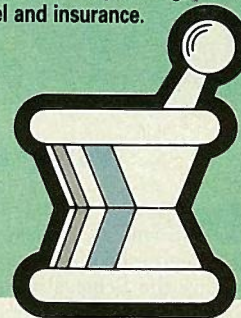
Or: Santa Claus, the Easter Bunny, a cheap lawyer and an expensive lawyer were sitting around a table. On the table was \$100. Suddenly the lights went out. When they came back on, the \$100 was gone. Who stole it? Answer: the expensive lawyer. Santa Claus, the Easter Bunny and the cheap lawyer are figments of your imagination.

PaperChase's New NLM Database

Keeping tabs on health care is a big job for hospital administrators, librarians and researchers. Their job just got a little easier with the addition of the National Library of Medicine's Health Planning and Administration database to PaperChase.

PaperChase (GO PAPERCHASE) has long been heralded for the easy access it provides to MEDLINE. That same ease is available for the new health database, including menus and automatic mapping capabilities. No knowledge of medical subject headings is needed, as PaperChase automatically "translates" a user's search terms into the appropriate terminology.

The non-clinical references contained in the database date back to 1975 and include citations dealing with accreditation, finance, planning, personnel and insurance.



It's Pumpkin Month, Moor or Less

The multiplayer game land of *British Legends* (GO LEGENDS) features dense forests, mist-swathed graveyards, treacherous cliffs and vast underground mines—a perfectly spooky backdrop year-round, but especially in October, when the local witches come out in full force.

"On Halloween, we celebrate the holiday either by making the game lots of fun or really miserable," says Toni Savage (known as "Cail" to gamers), assistant manager of the Multiplayer Games Forum (GO MPGAMES), who has accumulated enough points to earn the title of witch. "You'll see everything from witches (or wizards) treating mortals to broomstick rides to forcing players into bobbing for the golden apple."

Savage suggests that beginners turn to Section 9, "British Legends," of the Multiplayer Games Forum—not only to master the intricacies of the game but also to socialize before and after competing.



MEMBER ESSAY

Operating System Surgery: The Docs Are In

What do you do when you have both IBM and Macintosh computers and you want to share files without investing in costly software, hardware, cables and LANS? Use CompuServe as a translator. I recently had this problem when I had put together several proposals at the office on an IBM and had to make revisions on my Macintosh at home. I simply uploaded the proposals from the IBM to CompuServe's electronic mail, sending the information to myself. When I arrived home that evening I retrieved the electronic mail and the proposals by downloading them to my Macintosh. I removed the line feeds with Microsoft Word, my word processor, and worked on the proposals at home.

Anthony S. Popolicastro
Toms River, N.J.



CompuServe Magazine invites CompuServe members to compete for \$50 of free connect time by writing a 200-word essay describing original uses for the Information Service.

Send essays to User ID 76004,3302. Please include your full name, address and User ID number. Watch for winning essays in Monitor.

Sticky Solution #1

It's a perennial, age-old question that crops up regularly on CompuServe forums, this time on the Desktop Publishing Forum (GO DTPFORUM): how to get cat hair off a mouse pad (or a keyboard, or a disk drive, or ...?). The best solution is a strip of packing tape or duct tape, about 3 inches wide and 8 inches long, applied to the surface in question. However, one forum member cautioned, "Just be sure that the surface in question is not in fact a cat!"

Where it's SAT for the College-bound

During the coming months, millions of anxiety-ridden high school seniors will be taking the Scholastic Aptitude Test. Despite continuing criticism, scores from this 65-year-old measure of academic achievement remain a key element in gaining admission to, and financial aid from, many universities.

As part of exam preparation, students can download SAT-WARC, a program for IBMs and compatibles from the Education

Forum (GO EDFORUM), Library 6, "Parent Line." This interactive tutorial for the verbal section of the SAT, developed by a teacher who studied English at Harvard University by virtue of his near-perfect SAT score, reveals tricks and strategies of the test. Sample questions are explained, and difficult question types, such as sound-alikes, are analyzed.

To learn what it takes to get into the college of your choice, check Peterson's College

Guide's (GO PETERSON) individual school profiles. For example, 98 percent of the 1,605 enrolling freshmen at Harvard in 1989 (the latest year for which data is compiled) scored above 500 on the SAT's verbal section, and all had 500-plus scores on the math portion. For comparative purposes, the numbers at The Ohio State University were 34 percent for a 500 or above score on the verbal portion and 59 percent having 500 or above for math.

Can You Handle It? CB's Halloween Crush

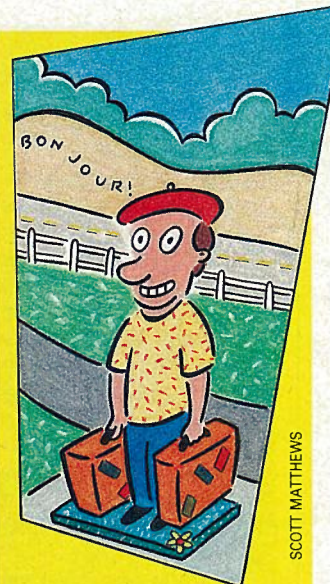
Get ready all you Compu-Goblins. It's almost time for the second annual CB "Boo Bash," to be held at the Sheraton Hotel in Stamford, Conn., November 1-3. The weekend will include a Friday evening meeting and mingling session, a Saturday morning conference/continental break-

fast, and a Saturday evening dinner and dance, with everyone in costume. The Halloween weekend is capped off with a Sunday brunch.

Last year, more than 100 CBers attended the event, and more are expected this year. For details on the party and for information about hotel reserva-

tions, see the Events Calendar Section in the CB Forum (GO CBFORUM).

So, what are you waiting for? Come on out and meet your CB buddies in their costumes and compete for the "best costume" door prize of \$300 in Gift of Time connect credit from CompuServe.



Open Doors for International Youth

Has your family considered sponsoring and hosting an international exchange student in your home? As Good Earth Forum (GO GOODEARTH) member Mike Jones and his wife, Barbara, recently discovered, it's an ideal way to become familiar with another culture.

They describe their experiences with a 17-year-old from Bangkok, Thailand, who stayed with them while she spent her senior year attending a local high school, in EXCH.TXT in the forum's Library 5, "Folkways." So delighted were the Joneses that they accepted two Thai students to live with them this fall.

Jones says hosts have two basic responsibilities: to provide a bed and three meals a day. "As a practical matter, however," he notes, "it is expected that you'll open your family to the student and treat him or her the same as you would one of your own."

Jones recommends making arrangements through the Open Door Student Exchange, which maintains offices in Hempstead, N.Y., and Benicia, Calif. Sponsors can select a particular country of origin (especially useful if you are trying to master a foreign language).

Jones regularly visits the Good Earth Forum and welcomes questions addressed to User ID 76010,3574.

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Current Hits

by David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of the files uploaded in recent months. For a more up-to-date list, check the weekly "Uploads" columns in *Online Today* (GO OLT-3700).

ADOBE FORUM (GO ADOBE)

Storage Sleeve—A program for MS-DOS systems that prints 3.5- or 5.24-inch storage sleeves on any PostScript printer on LPT1 or LPT2. Prints file name, size and date for file in the root directory on any diskette in A or B. Create your own sleeve title up to 65 characters. Documentation included. Requires hard disk. Shareware. File SLEEVE.ZIP (21,328 bytes) in Library 3, "Utilities."

AMIGA ARTS FORUM (GO AMIGAARTS)

Australian Game—A smooth scrolling, action-filled game from Austex, an Australian group of programmers. Save the moon Uropa from destruction by an intelligent, but greedy race of droids. File NEBULA.LZH (148,096 bytes) in Library 2, "Games."

APPLE II USERS FORUM (GO APPUSER)

Chameleon—A general-purpose Apple II series file convert/copy utility that moves files among all Apple II formats, including Apple CP/M—something the system utilities can't do. File CHAMEL.BXY (31,744 bytes) in Library 4, "Utilities."

ATARI ST ARTS (GO ATARIARTS)

Gridway—A game of strategy and luck in which you advance through a variety of maze-like levels. But watch out for computerized opponents that want to destroy you. Special tiles award energy or grenades or have other effects that help or hinder you. Bonus points improve your abilities. Online help. High scores maintained. Low resolution only. File GRIDWA.ARC (45,824 bytes) in Library 2, "Games."

COMMODORE ART/GAMES FORUM (GO CBMART)

Guardians of Mercury—A space arcade game written by Steve Scotland with the Shoot 'Em Up Construction Kit. File GARDNS.BIN (59,264 bytes) in Library 8, "Arcade/Action Games."

DESKTOP PUBLISHING FORUM (GO DTPFORUM)

Paint Shop—A Windows 3.0 program that displays, converts, alters and prints pictures using the file formats of TIGG, GIF, WPG, BMP, PCX, MAC, IMG, PIC and RLE. Altering includes stretch/shrink, trimming, dithering, palette manipulation and more. Program can also do screen capturing. BROWse for file PS* in Library 6, "PC DTP Utilities," for the latest version.



DISABILITIES FORUM (GO DISABILITIES)

NoKeys—An MS-DOS program that allows you to input keyboard keys to most programs using a mouse or trackball. It is designed for people who have trouble using the keyboard due to limited large-scale movement, but can still use their fingers. It is a TSR program that pops up over DOS or programs. Shareware. BROWse for file NOKY* in Library 6, "Mobility Impaired," for the latest version.

FOX SOFTWARE FORUM (GO FOXFORUM)

Dr. Switch-ASE—Demo version of a program that makes FoxPro RAM resident, occupying only 20K of RAM. With ASE you have hot key access to FoxPro anytime and from any program. Use it to task switch between your editor and FoxPro. File FOXASE.ZIP (48,256 bytes) in Library 6, "3rd Party."

GAMERS' FORUM (GO GAMERS)

Cliff Diver—Text adventure game that won the first prize in the fourth annual Adventure Game Toolkit game writing contest. It's a detective adventure game in the style of Sam Spade and Philip Marlowe. File CDADVT.ZIP (130,048 bytes) in Library 2, "Adventure Games."

GENEALOGY FORUM (GO ROOTS)

Census Research Tool—An MS-DOS program that allows you to enter census data from the census data sheets. It accepts data with appropriate fields for any census year. It enters data from the census data sheet in the same order as on that sheet. Data is easily edited, sorted or printed. Shareware. BROWse for files that begin with CRT*, both in Library 3, "MS-DOS Software."

HEWLETT-PACKARD PC FORUM (GO HP)

Optimizing the LaserJet—A text file that discusses ways to optimize print quality on HP LaserJet Series II, IID, III and IIID printers. Various cleaning and toner cartridge preparation procedures are discussed. File OPTPRT.TXT (9,463 bytes) in Library 4, "LaserJet."

IBM APPLICATIONS FORUM (GO IBMAPP)

PC-Glossary—Keeps you abreast of the ever-changing terminology in the world of computers. Each entry is cross-referenced. PC-Glossary was designated the best educational shareware of 1990 by the Public (Software) Library. You'll find this shareware from Disston Ridge. BROWse for file GLOS* in Library 11, "Education [A]."



IBM COMMUNICATIONS FORUM (GO IBMCOM)

NetWare File Tracking—A utility for IBMs and compatibles connected to Novell NetWare networks that lists all files belonging to a specified user. NFILES provides a convenient method of tracking where a user's allocated network disk space is being consumed. File NFILES.ZIP (8,960 bytes) in Library 11, "Local Area Networks [C]."

IBM NEW USERS FORUM (GO IBMNEW)

Golf Handicapper—Saves golf scores and computes handicaps and net scores. User configurable for number of players and scores kept. Can be used by individuals or clubs. Shareware. BROWse for File GOLF* (45,312 bytes) in Library 9, "Sports/Chance [N]," for the latest version.

IBM SPECIAL NEEDS FORUM (GO IBMSPECIAL)

Pop-up Calculator—A calculator that pops up when you need it, either from the DOS command line or as a TSR. FSCalc produces its own tape display. Use the tape as a memory of calculations, or print it as a record. Remove FSCalc from memory on the fly if you need RAM or suppress the screen display for screen space. File FSCAL.EXE (39,743 bytes) in Library 2, "Software."

MODEM GAMES FORUM (GO MODEMGAMES)

TeleCards—Play gin rummy, crazy eights or cribbage with another person via modems and phone line. Dialing and answering capabilities built into the program. Players can send messages back and forth during the game. File TC.ZIP (75,520 bytes), in Library 9, "Board/Card Games."

PC MAGNET UTILFORUM/TIPS FORUM (GO ZNT:UTILFORUM)

Video Librarian—A database manager for tracking and organizing your video library. Holds 18 fields of information about each title. The Find key can locate any title, star, co-star, director or tape number in less than a second. Prints multiple reports to the screen, printer or disk. Prints regular or custom labels for VHS/Beta cassettes. Shareware. File VLIBRA.EXE (152,394 bytes) in Library 8, "Shareware."

ZMAC DOWNLOAD SUPPORT FORUM (GO ZMC:DOWNTECH)

System Picker—Lets you switch between different system folders easily. It can help ease the transition to System 7.0 by letting you keep System 6.0.x and System 7.0 in the same volume or partition. Freeware. File SYSPIC.SIT (25,216 bytes) in Library 1, "Applications."

David Peyton co-authored *How to Get the Most Out of CompuServe*, now in its fourth edition. His CompuServe User ID number is 76703,244.

Oldies but Goodies

by David Peyton

Following is a list of files uploaded to CompuServe forums more than a year ago that have won the right to be called "oldies but goodies," either by the recommendation of forum managers or by the number of downloads each file has received.

ADOBE FORUM

(GO ADOBE)

Font Chart—A PostScript file that prints a chart showing every character in each font of your FontDirectory. Useful for finding the code for graphics characters and the characters themselves. File ALLFON.PS (3,071 bytes) in Library 4, "PostScript."

ALDUS FORUM

(GO ALDUS)

CheckList—Reads Mac PageMaker 4.0 publication files and shows you a list of fonts used in the publications, the documents linked to the publication and the publication's style sheet. Especially handy for bureau operators and customers. File CHKLST.SEA (99,456 bytes) in Library 12, "Mac Utils/APDs/FLTs."

AMIGA ARTS FORUM

(GO AMIGAARTS)

Play Ball—A public-domain game similar to the arcade game *Arkanoids*. File BALL.LZH (138,240 bytes) in Library 2, "Games."

ATARI PRODUCTIVITY FORUM

(GO ATARIPRO)

Paperless Accountant—An accounting program in which all graphs and reports are viewable on the screen. You can manage checking, savings and credit card accounts. Produces cash flow and expense category graphs. Supports monochrome monitors. File PAPACN.ARC (52,681 bytes) in Library 5, "Applications."



AUTODESK AUTOCAD FORUM

(GO ACAD)

Custom Menu—An AutoCAD menu-customizing utility. Provides the ability for novice or expert users to add, delete or modify PopUp, Button, Table and main Screen menus from within the AutoCAD drawing editor. Full-functioning shareware by Jerry Workman. File CMENU1.COM (22,150 bytes) in Library 8, "Applications."

DATASTORM FORUM

(GO DATASTORM)

Ports Reports—A utility that reads and reports all serial ports on your system and updates the DOS equipment list in low memory. Certain BIOS don't recognize ports above COM2 and thus fail to initialize those ports in the equipment list. This can cause a failure when shelling to DOS from a host-mode log-in. File COMPR2.ZIP (4,664 bytes) in Library 2, "Comm Utilities."

DESKTOP PUBLISHING FORUM

(GO DTPFORUM)

Calendar Publisher—Create monthly calendars "from scratch" for inclusion in desktop publishing projects. File DTPCAL.ZIP (9,162 bytes) in Library 6, "PC DTP Utilities." For users of Corel Draw 2.0, see DTPCL2.ZIP (16,875 bytes).

EDUCATION FORUM

(GO EDFORUM)

For the Youngest Users—A game for computer users from 12 to 24 months of age. Uses bright colors, sounds and simple shapes to allow very young children to use the computer. Written for IBM compatibles. Includes game and documentation. Shareware. File IANGAM.EXE (55,664 bytes) in Library 2, "Shareware & PD SW."

GAMERS' FORUM

(GO GAMERS)

Jousting—The classic arcade game of *Joust*. File JOUST.ZIP (60,288 bytes) in Library 7, "Action/Arcade Games."

HEWLETT-PACKARD PC FORUM

(GO HP)

Software Application Notes—Notes for Microsoft Windows 3.0 for the HP LaserJet III and IIID printers contain useful information regarding installing printer drivers and using Windows 3.0 with the LJIII and LJIIID printers. Also included are sections covering common tasks in PageMaker and Excel, such as page formatting, selecting fonts, reverse printing, and printing to legal paper and envelopes. File LAWIN3.ZIP (11,883 bytes) in Library 4, "LaserJet."

IBM APPLICATIONS FORUM

(GO IBMAPP)

RoadMile—A program that uses the cursor to locate starting and ending points on a US map to calculate straight-line mileage and highway mileage estimates. Based on an algorithm, derived from the Rand McNally Household Mileage Map. CGA, EGA or VGA required. File ROADMI.ARC (66,917 bytes) in Library 7, "Gen Apps [A]."



IBM BULLETIN BOARD FORUM

(GO IBMBS)

ANSI Editor with a Twist—Reads existing ANSI or plain text files and lets you "color" them. Use simple editor commands to work with your text and color rectangular regions of the background independently. Quick and easy way to add color to bulletins, menus, etc. Includes Turbo C source. File ANSIED.ARC (91,923 bytes) in Library 2, "BBS Utilities [B]."

IBM HARDWARE FORUM

(GO IBMHW)

What Am I?—A system information program that details CPU and co-processor type, available RAM, extended and expanded memory, display adapter type, mouse type, environment strings and a full disk drive analysis. Pop-up windows give expanded details on memory usage and attached disk drives, plus a full look at system ROM and ROM BIOS extensions. Shareware. File WHAT.ZIP (43,133 bytes) in Library 4, "Gen Hardware [H]."

LDC SPREADSHEET FORUM

(GO LOTUSA)

Free Lotus Utility—Designed to provide basic information about your personal computer. It also tests your computer and reports which version of 1-2-3 will run best on it. CHK123 will run on an IBM PC, PC-AT, PS/2, Compaq or compatible computers with 256K of free RAM and DOS 3.0 or higher. File CHK123.ARC (150,347 bytes) in Library 3, "1-2-3 Release 3.x."

MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

Columns—A shareware game in which you drop pieces into a well. You do not fill the well by fitting shapes, but rather, each piece is like a three-section domino with different patterns. The patterns on each piece, as it drops, can shift position. File COLUMN.SIT (60,298 bytes) in Library 2, "Arcade/Action Games."

TANDY PROFESSIONAL FORUM

(GO TRS80PRO)

The Big Eye—A graphics display that creates a huge eye that moves back and forth as if viewing everything in the room from your computer screen. Use it as a screen saver. Requires CGA or better. File BIGEYE.ARC (21,248 bytes), in Library 6, "DOS Applications."

Tips for Finding Files

In an environment as dynamic as the Information Service, some changes in file locations and names are unavoidable. To keep informed of changes in files mentioned in "Uploads" or anywhere in the magazine, GO OLT-600.

To find files with names that contain numbers indicating a version (i.e., WHAP19.ZOO), search using * in place of the version number (WHAP*.ZOO). Watch forum news flashes for file updates, or if all else fails, post a message to the forum sysop.



by Maura J. Mackowski

The Entrepreneur's Better Half

► **Small businesses become larger than they are by using electronic mail as the perfect secret partner.**

Ken Love may not sound like the name of an international conglomerate. But put the Chicago news photographer next to his computer and he becomes Image Resources Inc., working with contacts in Japan on market research projects such as developing brochures, arranging translations for US companies, lining up interviews in Japan for clients and helping customers find the financing needed to bring a product to market.

Love linked up with the Japanese using CompuServe Mail, which has become a sort of de facto international sales manager for his "firm." "As soon as people started logging on from Japan, I started saying 'hello' with electronic mail. I didn't know much about the Japanese. We had a common bond though, and that was computers."

That bond has become increasingly recognized as the glue holding the small-business world together. CompuServe Mail in all of its permutations might be thought of as the perfect silent business partner, slaving away without overtime pay, working at lightning speed, fluent in several languages and never forgetting a phone number. It won't ask for a stock agreement, a company car or even an office with a window.

CompuServe Mail brings instantaneous information exchange among 800,000 subscribers worldwide. It provides simple access to almost any fax or telex machine anywhere, linkups with other online services (and their thousands of subscribers) such as Internet, Bitnet, MCI Mail and AT&T Mail (see p. 16), and hard copy outreach with Congress-GRAMS and postal letters. Since it's not a static medium, but rather a way of making business communications vibrantly three-

dimensional, electronic mail has become a full-fledged partner in the career endeavors of many CompuServe members, whether they are middle managers climbing the corporate ladder or entrepreneurs nourishing small businesses. Because of its capacity to send messages, documents or computer files to them, CompuServe Mail has become a helpmate, a trusted co-worker, their Machine Friday.

Small- and medium-sized businesses have latched onto e-mail for the same reason big corporate business took to it long ago: efficiency. "There is the ability for usable information to be exchanged much more quickly, and that inherently represents an advantage both to compete better in the marketplace and to produce better products," says Mike Cavanagh, executive director of the Electronic Mail Association.

The benefits for entrepreneurs using the technology are manifold, according to Eric Arnum, editor of *Electronic Mail and Micro Systems*, an industry newsletter. Foremost is that the revolution in portability and electronic messaging eliminates reliance on a fixed office, allowing the small-business person to literally pack up the office and go where needed. "That's the important thing: You don't lose capabilities, and you're not cut off. You want to be able to say, 'I have it with me.' What really strikes me is that your office can be virtually anywhere on the planet."

E-mail also can eliminate problematic bottlenecks in business, says Arnum, especially those that traditionally chew up valu-



ILLUSTRATIONS BY SILVER MOON GRAPHICS

12 Ways to Increase E-Mail Output

Veteran e-mailers are the best sources of folk wisdom when it comes to maximizing productivity. Here are their field-tested tips:

Cut your overhead.

Talk your attorney and CPA into going online. Their hourly rates won't go down, but it will take less time to do your work if you swap files through electronic mail.

Speed-dialing saves money.

CompuServe Information Manager, TAPCIS and Navigator let you read mail and forum messages and compose replies offline. You pay only for the time it takes to dial up CompuServe and trade electrons.

Shine your shoes, comb your hair.

Dave Stein, vice president and director of international operations for Datalojix International, spiffs up for his European clientele with a "boiler plate" format on the word processor, so his e-mail faxes present a businesslike letterhead.

Let your fingers do the shopping.

Subscribers who live where the consumer goods are better left for the cattle report do their shopping online. They fax orders to the American store of their choice, or if the store doesn't have a fax, they send postal letters.

Read the instructions.

E-mailing goes a whole lot faster if you know how to do it. Download as many log-on instructions and help files as you think you'll need and study them, memorize them, tape them to your screen (GO MAILHELP).

Get a job, fast.

Warehouse distribution manager Jack Dixon faxed his résumé onto the right desks, and quickly, when he was looking for a job. He was unemployed for only two months—"phenomenal in this economy," he says.

Fax to the United States cheaply.

Members outside the United States with fax machines report it's

cheaper to reach North America via CompuServe Mail than by telephone. Depending on surcharges and local access node availability, going through Ohio often costs less than foreign long-distance rates.

Just the facts, ma'am.

Many curmudgeons use e-mail to skip the small talk. Even nice people, though, like to get straight to the person they need. Eduardo Salom, owner/president of Software Plus in Buenos Aires, found that out when his personal computer died and he had to phone the United States from Buenos Aires. "Going through a couple of secretaries to explain what I needed cost me \$140. With CompuServe it would have cost me no more than \$20."

Rest your weary biceps.

Lighten your load when you travel, users say. Don't take a printer. Use CompuServe Mail to fax yourself whatever you want to see in print. Don't lug around heavy user manuals. If you need advice, your favorite software vendor is probably online with a help forum.

Avoid long-distance calls to the office.

Have correspondence sent to your CompuServe Mail address.

Ask at the front desk before you fool with hotel phones.

It saves wear and tear on your attorney. Betsy Mayfield, director of Development in North America for Beirut University, Lebanon, has the hotel manager send up a technician to take the phone jack out of the wall. "Some of them have shown me how to do it myself. There's no extra charge, and they love to come in and watch me make my calls."

If you must do it yourself, learn how.

Dave Stein purchased from Radio Shack a device that he rigged to plug in his modem in any hotel in Europe. Enthusiasts can study a 10-page compendium called "How to Connect Your Computer to a Hotel Phone" in the IBM European Users Forum (GO IBM-EUROPE), Library 7, "Help Files," file TRAVEL.KIT.

—MJM



able telephone time: dispatching, contacting cold-calling sales representatives in the field and order entry. "With e-mail, you can just let orders pile up until you can process them. You don't have someone on the phone saying 'hold, please' or an automated entry system saying, 'All lines are busy'."

Better still is e-mail's ability to mask small business' smallness. The image a business projects via the technology is one that's very professional and very fast to deliver, says Arnum. "Phone and messaging mannerisms make it appear that there's a very large business there. You may wonder why the same person answers the phone all the time, but by then, you're a hooked customer."

FEATURE

Arnum recalls hearing of a Minneapolis typesetting venture that took in material electronically and express-shipped the finished project. "I don't know what kind of operation it was, but for all I know it was a student in a dorm. What you do know is that the deadline was met."

CompuServe Mail as the "silent business partner" serves Darren Humay well. The owner of Upscale Teleconferencing, a Kearny, N.J.-based firm that operates the nationwide Addiction Helpline for people taking steps toward recovery, he uses CompuServe Mail as his vice president of marketing.

"I send out press releases to about 175 editors and producers through CompuServe," Humay says. His 900-number service allows

callers to access information on where to go for alcohol, drug and gambling addictions, eating disorders and co-dependency. "I've gotten good response, with radio and newspaper interviews scheduled in different cities and, at \$500, at much less expense than a wire service."

Humay's Atlanta attorney also is online. "I've bartered legal services with him in exchange for marketing research I do for his company. We upload our messages offline and then transmit them at our convenience."

Humay visits various forums looking for publishers, writers and other media professionals likely to be interested in writing about his company. These names go into his address book, and when he's ready to publicize a new marketplace or a new service, he

contacts them. "The results are promising," says Humay. Based on census and marketing data he's downloaded from forums and IQuest databases, he plans to expand on both coasts and in the Denver, Phoenix and Tucson marketplaces.

CompuServe Mail's ability to keep its users connected to a remote home office is of great importance to Betsy Mayfield, director of development in North America for Beirut University in Beirut, Lebanon. She raises financial and moral support for an institution that faces not only the usual fund-collecting woes, but the additional challenge of operating in a city literally under siege.

"I contact Lebanese-Americans, university alumni, people who have lived in that part of the world, churches, and some of the major employers such as Mobil, Conoco and Bechtel," Mayfield explains. "I use CompuServe Mail whenever I'm in the United States to telex back to Lebanon every day. When you're dealing with developing Third World nations, they are all still using telexes. They have no workable faxes and few good quality international phone lines. I can sometimes get a fax through to Beirut, but I have to send it to Cypress and someone there forwards it to Lebanon."

Mayfield's base of operations is an 18-story building in New York City that houses numerous church groups, all telexing to missionaries in far-off lands. She made the switch to CompuServe Mail rather abruptly, when the building owners pulled out all the old telex equipment and didn't replace it. After she found out she could turn her computer and laptop into telex machines, Mayfield made the retro-discovery that she had an electronic mailbox, great for keeping in touch with the home office.

"It was so complex to send things modem to modem," Mayfield explains. "Now my secretary and I share a CompuServe account, and we send correspondence, brochures, and schedule information back and forth easily and inexpensively using the mailbox."

Dave Stein sees himself as an e-mailing pioneer for his employer, trying out the technology from hotel rooms and offices across Europe and demonstrating its excellent document-handling capability. Datalogix International sent Stein to England to market its line of software to the food, chemical, pharmaceutical and personal-products industries. "I have pushed hard for the rest of my colleagues to move onto CompuServe," he says.

To get the folks at headquarters in Valhalla, N.Y., to spread their communication wings a bit, Stein has been demonstrating the flexibility of CompuServe Mail from his office in Windsor, right across the street from the castle. "I communicate regularly

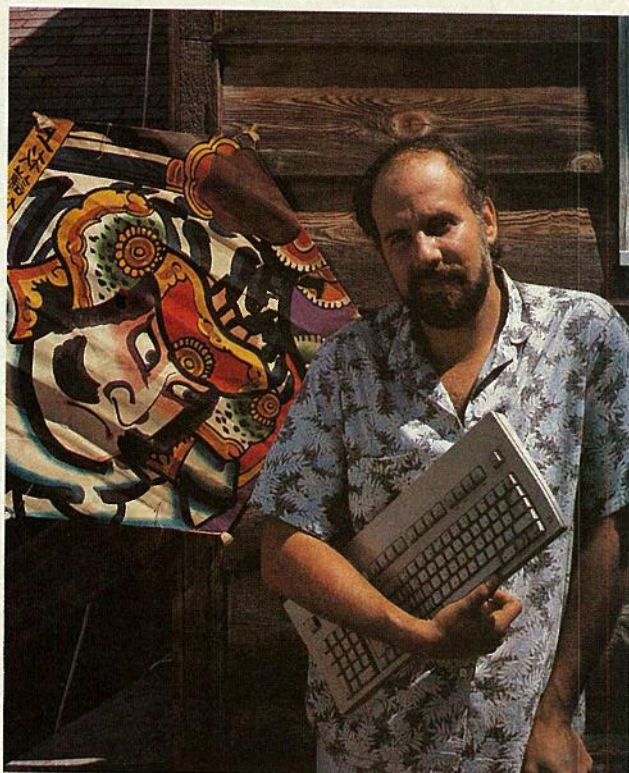
with three or four associates from work on CompuServe," he says. "The rest are relegated to faxes. I use CompuServe Mail to send PageMaker, Freelance, Excel and WordPerfect files to and from the corporate office. It's a great feature, since I can play around with ideas for a new slide show or brochure on a plane, and then send the *file*, not a print-out, to corporate headquarters for the marketing department to finish."

Small-business people using e-mail have also learned its value in not having to "draw the line" at the international date line. Anyone who has ever stayed up until midnight to phone the Japanese first thing in *their* morning, then risen at dawn to call Europe before *they* close shop has likely tired of playing time-zone squash.

Shareware author Bill Dickson, based in Schaumburg, Ill., appreciates the sentiment. With a library of public-domain and shareware programs in tow, he recently branched out into product support, targeting other non-US authors and working to create master copies of shareware manuals.

"I carry on e-mail discussions of business opportunities with shareware authors regularly," he adds. "I've used only CompuServe Mail for my business, sending and receiving several messages every day. I wouldn't be able to work with these authors if not for CompuServe Mail, given the difference in time zones. I'm a one-person operation."

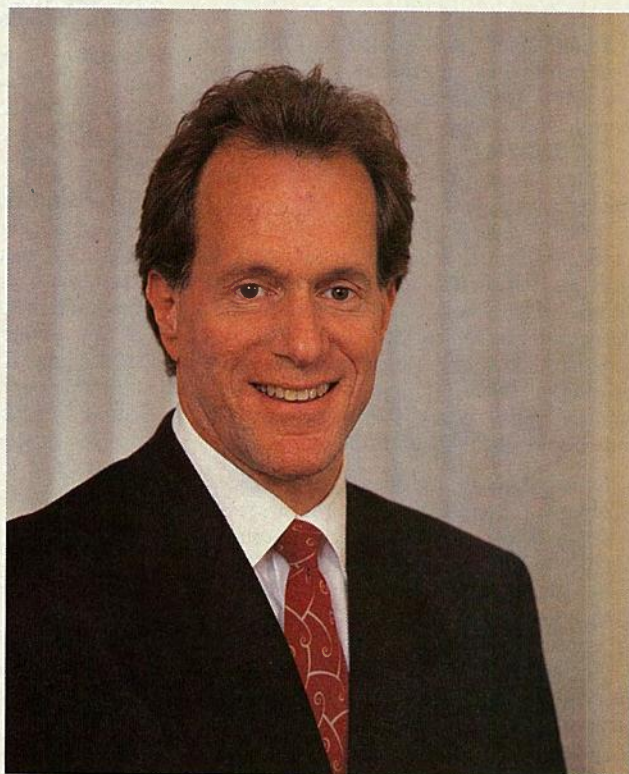
So is Alison Coutts, an Englishwoman living in Germany and selling American insurance. She has a support staff, but they're located in Texas and Washington, a distance spanning eight time zones the last time she looked. Her problem isn't making sales calls, but keeping the books.



DANNY O'CONNOR

Cultivates Japanese business connections: Love

"I do all the reporting for both sides of the Atlantic," Coutts says. "We're in fax communication now, but as soon as our home office gets organized, we will upload and download files weekly. The data from Seattle will update the main database I have here, and then I will update the sub-database in Texas from here, all through CompuServe Mail."



E-mailing from European hotels and offices: Stein

Addressing the Issue: How to Get from Us to Them

CompuServe Mail can be sent to people on other electronic services, including Private CompuServe Mail, MCI Mail and AT&T Mail systems. You also can send letters from CompuServe to telex and facsimile (fax) machines around the world and to regular postal addresses as well as to users of the Internet system, the electronic mail system that connects governmental institutions, military branches, educational institutions and commercial companies.

Mail to some remote services is a surcharged feature. For specific charges, GO MAILRATES.

To prepare and send a letter from CompuServe to another system, start by writing or uploading the message as usual. At the Send To or Address prompt, type a > ("greater than" symbol) followed by the address of the recipient on the other system.

- ▶ **MCI Mail.** To send your message to an MCI Mail address, type >MCIMAIL: followed by the MCI address of the intended recipient, such as:
>MCIMAIL:123-4567

You also can use an MCI Mail registered name (such as, >MCIMAIL:Charles Bowen), although the MCI User ID number is preferred, because it is unique to the recipient.

- ▶ **Telex.** You can post a letter to a Telex I or II machine by entering the > symbol followed by the letters TLX: and the machine number, such as:
>TLX:1234567

You also can follow that with an optional answer-back code, such as:

>TLX: 1234567 ABCDEF.

Telexes sent to MCI Mail subscribers require a special prefix—650—before the Telex number. Those sent to destinations within the continental United States do not require a country code, while those sent to destinations outside the United States (regardless of point of origin) require a three-digit country code before the Telex machine number.

- ▶ **Group 3 fax machines.** To send to North American recipients, enter the > symbol followed by the letters FAX:, the country code for North America, which is 1; and the machine number (which is the area code and the phone number), as in:
>FAX: 1614-5551234

To send to any other destination around the world, include the country and city codes before the phone number, as in:

>FAX: 44-71-12345

This message would reach Great Britain (44), city of London (71).



- ▶ **Private CompuServe Mail.** To send to users of Private CompuServe Mail systems, follow the > symbol with the organization's unique identifier and the user's mailbox name.

- ▶ **US Postal Service.** The lines must not exceed 80 characters in width and the length of message must not exceed 279 lines. At the Send To prompt (or, for CompuServe Information Manager users, at the Address prompt in the Address Book), type >POSTAL. After that, the system prompts for addresses, asking for the name; title/company (optional); street address; city, state or province; and ZIP code. Enter the state's full name or its two-letter postal code. You will be given the opportunity to edit, then will be prompted for your return address.

- ▶ **Internet.** To send a message to an Internet address, type >INTERNET: followed by the recipient's address and the "address domain" in Internet style, such as:
>INTERNET:Jdow@abc.michigan-state.edu

In this example, "Jdow" is the valid address used by this recipient on the Internet system; the "@" tells Internet the domain

address is following, and the "abc.michigan-state.edu" is the domain address. Note that domain address elements must be separated by periods and the domain must be separated from the recipient's address by the "@" character with no spaces.

- ▶ **Receiving from Internet.** To receive a message from Internet in your CompuServe Mailbox, the Internet user needs your correct Internet address. Your address is: (1) Your CompuServe User ID number with the comma changed to a period; (2) the CompuServe domain, which is "compuserve.com"; and (3) the correct address format to send the message. This format varies from one system to another. Typically, the address is shown as "User ID @ compuserve.com," so the address appears as:

12345.412@compuserve.com

- ▶ **Sending to AT&T Mail using an X.400 mail address.** You can address an AT&T user by using a surname and given name, in addition to the country and administrative domain values required for all X.400 messages. To ensure uniqueness on the AT&T Mail system, a person's unique ID also should be included, in the following style:

>X400:(c=us;a=attmail;s=SURNAME;
g=GIVEN;d=id:UNIQUE ID)

The information in capitals are the user-specific variables that you need to supply. For example, if an AT&T user told you the address was "Surname of JONES, Given name of BOB, and AT&T ID of BJONES" in CompuServe Mail you would enter:

>X400:(c=us;a=attmail;s=
jones;g=bob;d=id:bjones)

- ▶ **Receiving from AT&T Mail using an X.400 mail address.** The address that you should give to a user of any mail system that can route messages to CompuServe via an X.400 connection is:

Country = US
ADMD = CompuServe
PRMD = CSMail
DDA = Your Mailbox

For Public CompuServe Mail users, this is your CompuServe User ID number with a period in place of the comma. For Private CompuServe Mail users, this is your address in the form EMI:MAILBOX. AT&T Mail has defined a gateway name of mhs! csmail that will replace the c= a= and pd= information for a user on the AT&T Mail system.

—Charles Bowen

Minding Your Global E-Mail Manners

Your parents are to be commended. You never speak with your mouth full, you shake hands when you're introduced, you cover your mouth when you sneeze.

Now, did they tell you how to do your overseas e-mailing gracefully, with the pinkie up? Did they cover when to address a Swede as *ni* and when you should say *du*? Did they tell you how to get along in metric and where to put your umlauts? Surely, they covered online hexes. They didn't? Mercy, read on for tips on good e-mail etiquette.

Ask before you upload. Users in Borneo or Bolivia, for example, won't like paying long-distance rates, an overseas surcharge plus regular fees to download "the investment opportunity of a lifetime" or your treatise about the face on Mars. *Always* check before you upload the grandmother of all files and stuff it into a member's mailbox uninvited.

Watch your *vous's* and *du's*. In English, everyone is a "you," but in German one might be a *du* or a *Sie*, in French a *tu* or a *vous*, and in Japanese "Mary" or Jones-san. It's the same with Russian, Icelandic, Finnish, Swedish—almost every language except English. If you're not sure how personal to make your e-mail, follow the other person's lead, and wait for him or her to address you with the informal pronoun or by first name.

Smile when you type that. Irony, sarcasm, double-entendres and other witticisms may not translate well into another language. It helps a lot <grin> if you let other readers know what frame of mind you're in :) when you post your CompuServe Mail message. Because of the iconographic nature of their language, Japanese subscribers in particular use emoticons such as (^ ^) if they're happy, (^ ^ ;) when they're embarrassed and sweating it out, (; ;) if they're sad and (- -) when it's time to bow.

Wanna date? Give your foreign correspondent a break once in a while by putting weights and measures in both metric and

US formats.

That's kilograms and pounds, kilometers and miles, liters and ounces, Celsius and Fahrenheit.

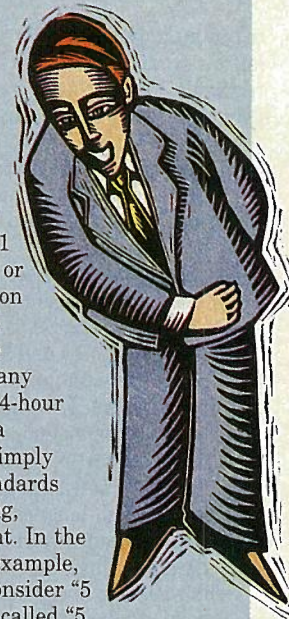
Even dates can be confusing, as 2/5/91 can be February 5 or May 2, depending on your point of view.

Time of day can be troublesome, as many nations run on a 24-hour clock rather than a 12-hour clock, or simply have different standards for judging morning, afternoon and night. In the Soviet Union, for example, what Americans consider "5 in the morning" is called "5 in the night"—important to know if you're arranging a personal get-together.

Keep business businesslike. In much of the world it's routine to ask about the health of the other person's spouse, how someone likes his new house or what does she think of her new car. In parts of Africa, though, it's offensive to express an interest in someone else's spouse—better to ask about the health of the family in general. Likewise, leave the Ferrari out of the conversation lest you put the evil eye on your correspondent's new wheels.

When in doubt, ask. We all put a foot in the mouth once in a while, but if you're worried yours might be in up to the hip, there are plenty of forums you can go to for help. You can find someone who's a native of, or frequent traveler to, almost any country in the Foreign Language Forum (GO FLEFO), the IBM European Users Forum (GO IBMEUROPE), the International Section of the TAPCIS Forum (GO TAPCIS, Library 6, "International") or, the UK Computing Forum (GO UKFORUM).

—MJM



There's more to e-mail communication than merely spanning hemispheres: small-business entrepreneurs and savvy middle managers are creating business online, reaching out in forums for new places to sell a product and new people to help them do it, checking out foreign locales with folks who are on the spot, and sealing the deal with CompuServe Mail.

After bumping into each other in both the Photography and Great Outdoors Forums, photographer Carl Weese and advertising consultant Ed Huntress linked up on a promotional project for one of Huntress' clients. The two hired another forum friend, Bob Ransom, and a graphic designer that Weese recommended to create a 28-page four-color brochure.

"A project like this requires lots of planning: finding subjects and getting permission to enter the locations," says Weese. "E-mail is a wonderful improvement over the phone because it ends the 'telephone tag' problem. Messages are in writing so you don't have to rely on scribbled notes, and you can exchange several messages per day."

The size and scope of the project also required a lot of moving around, with both Weese and Huntress traveling separately or jointly to various sites in the Midwest. "We both carried laptops so we could communicate while traveling," Weese explains. "We left messages for each other, for the corporate ad manager back in New Jersey, for another photographer in Michigan and for the designer in Connecticut."

Sharat Munjal also is reaching higher and wider using CompuServe Mail in Toronto, to export his products and to help his wife, Pamela, get into her own business. Starting with contacts from the International Entrepreneurs' Network (GO USEN), he accomplished both through CompuServe Mail.

"About two years ago, I was looking to diversify, both from my company's standpoint as well as personally," he explains. "My wife was looking for something new to get into, and I ran across Ed Vilandrie on the Entrepreneurs' Network advertising wholesale jewelry products. (Vilandrie's firm, SaVi Fashions Ltd., based in Greenville, R.I., manufactures nickel-free hypoallergenic jew-

elry.) We discussed his product line and buying arrangements over CompuServe Mail, and she issued him with purchase orders the same way. My wife has expanded her product line somewhat since then, but she still continues to buy from him from time to time, and I still gather up-to-date pricing and product information over CompuServe."

Next, Munjal used CompuServe Mail to

FEATURE

connect online with a distributor of paper products and to negotiate Canadian distribution rights. Two years ago, he refocused his 12-person company to zero in on Healthtrac, his health/safety software. Now he uses CompuServe Mail to crack worldwide markets.

"When I was looking to export my software to the Far East and Australia/New Zealand markets, I used CompuServe Mail

to communicate with people who were able to log on from those areas," Munjal says. "I routinely have e-mail conversations with people in the United Kingdom. On my last trip to the Far East, I set up my contacts in Singapore with a CompuServe member who lived there and made the necessary introductions to the appropriate government contacts."

Some small businesses created online via CompuServe Mail also are able to use other aspects of CompuServe to further their ventures. Debbie Dewey and Nate Lenow met in the Private Investigator Section of the Working From Home Forum, and opened the Online Detective Agency. Working from offices in Rochester, N.Y. (Dewey), and Memphis, Tenn. (Lenow), they service the online community and businesses with database research, computer piracy consulting and security advice.

Their specific need was for a partner who was awake whenever a human associate

wanted to talk or to listen. "We just finished a proposal that we e-mailed back and forth," Dewey explains. "Then we got online in conference mode and 'talked' until we had it ready to mail."

"We have never met in person," Lenow adds. "We met by e-mail and have always communicated by e-mail. When we use the US Postal Service, it takes five days or more for the mail to arrive, but using e-mail we can transmit large amounts of data in minutes. We can pass rough drafts between us several times in one day without retyping each time some small editing is done. When we communicate by online conference, we can toss out ideas and save time by not taking notes, since we capture the conference on disk."

Dewey and Lenow use the full slate of CompuServe Mail capabilities to reach and service as wide a clientele as possible. They back up their communications by

FEATURE

using other online services to research their cases. "Nate does a lot of adoption cases, usually searching for birth

parents," Dewey says. "He looks through IQuest (GO IQUEST) and the Executive News Service (GO ENS) in case a parent was written up in the news. We use Phone*File (GO PHONEFILE) to find people anywhere in the United States."

Future plans call for more online capabilities. According to Lenow, he and Dewey plan to develop and market software. "We thought about getting together someday for a live meeting to expedite the business, so we got out our maps and drew a straight line from Rochester to Memphis. We thought it was very appropriate that the halfway point is Columbus, Ohio—CompuServe's headquarters."

The potential for small businesses using e-mail is ever growing, says Arnum, in terms of where in the world they'll be able to go and

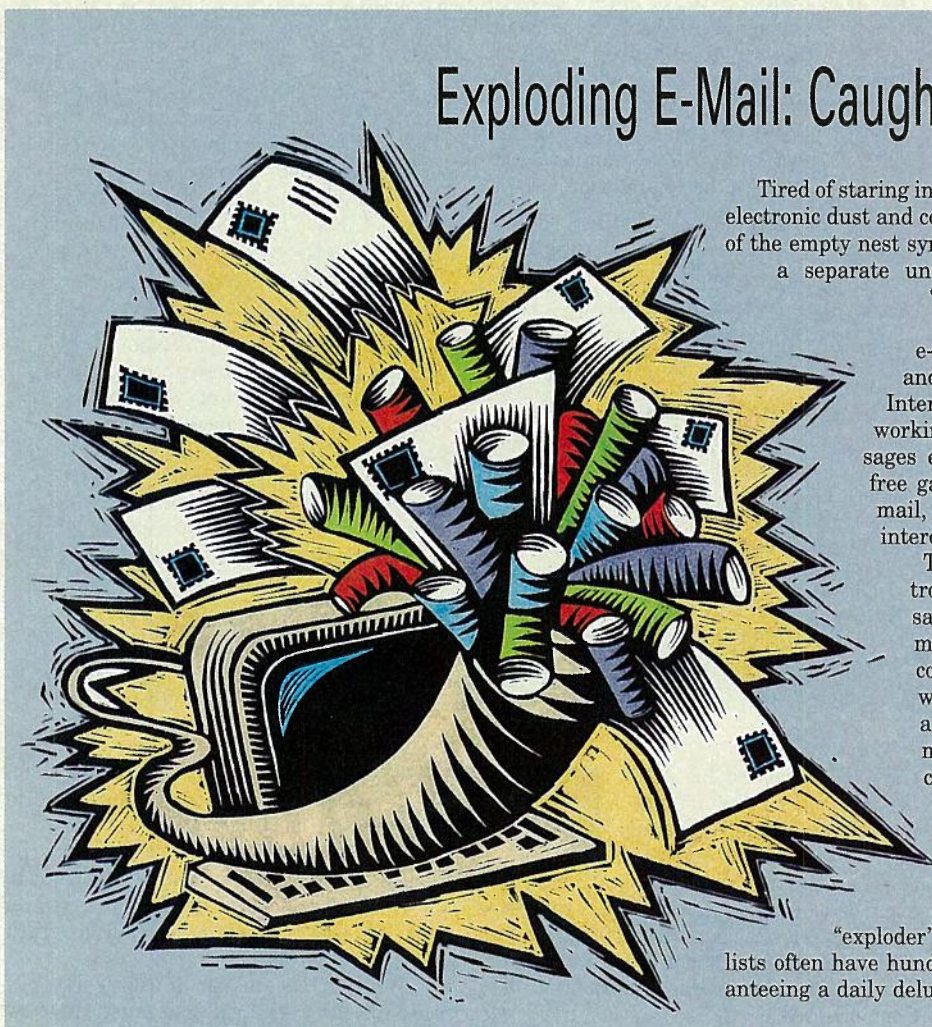
Exploding E-Mail: Caught Up in Internet's Lists

Tired of staring into your CompuServe Mail mailbox and finding electronic dust and cobwebs? It's symptomatic of the online version of the empty nest syndrome: The kids don't write, the bills go into a separate unopened pile, and you don't even rate an "occupant"-addressed discount coupon booklet.

How'd you like to fill that mailbox with the e-mail equivalent of sweepstakes giveaways and videotape club offers? Subscribe to an Internet mailing list—the junk mail of the networking world—and you may receive reams of messages every day through CompuServe's surcharge-free gateway to the network. But unlike *real* junk mail, Internet's offerings are geared toward your interests.

The mailing lists on Internet—a huge electronic mail system linking hundreds of thousands of computers in educational and governmental institutions, the military and commercial companies worldwide—link people with common interests. A subscriber to a topic-specific list (say, about Harley-Davidson motorcycles) sends an electronic message to a central address. The message is then either saved by a moderator as part of a regularly forwarded list "digest," or immediately retransmitted along Internet (via a special mailbox often referred to as a "reflector" or

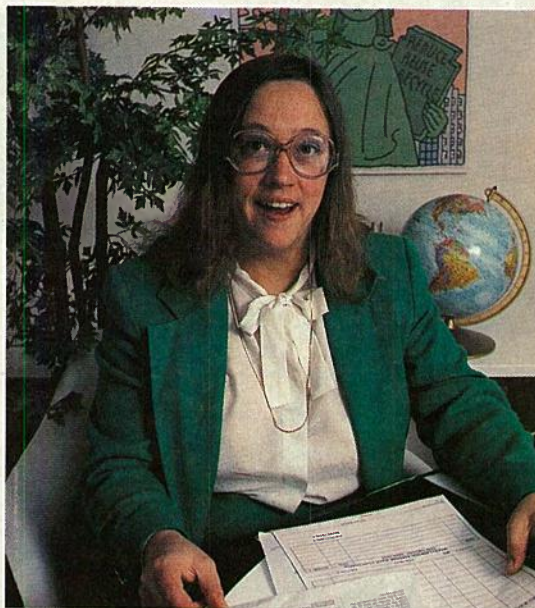
"exploder") to all other subscribers of the list. The active lists often have hundreds of members, all "exploding" away, guaranteeing a daily deluge (in this case, of Hog happenings).



what they'll pay to get there. "You'll see more interconnection and breadth of networks in where they reach and how they can be reached—such as various agreements CompuServe and others are coming out with to act as distributors or agents in such countries as New Zealand and Korea—and also a drop in the cost of doing so."

What will that provide entrepreneurs? Arnum looks to the paradox of the United States being the world's largest economy yet having imports and exports as only a small percentage of the total economy. That leaves a lot of room for enterprising individuals to fill.

"There are a lot of small businesses that would import or export, but can't cost-justify it," says Arnum. "Low cost worldwide communications could change that. So if you're making salad dressing in Connecticut and selling it there, you could start to think about national and even international



Teams up with investigative sidekick: Dewey

distribution. Or a hat designer in New York can instantly get a readout on what's been selling in a London store and make more or fewer of the hats the same day. Before, as a businessperson, you couldn't justify doing

this to sell three hats in London. Now you can."

Cavanagh looks for a move toward trading-partner arrangements in which small- to mid-sized businesses do business with larger companies through interconnection of major systems to public services such as CompuServe. "That's certainly a fertile area in which you'll see a lot of use," says Cavanagh.

The substantial growth in e-mail usage in the next three to five years will be largely attributable to small businesses, Cavanagh adds, and the resulting innovative uses of the technology will become more prevalent and widely publicized. "Small businesses will become larger if they do their business well.

E-mail is an outstanding tool to help them do business better." ◀

Maura J. Mackowski is a free-lance science and business writer based in St. Louis. Her CompuServe User ID number is 76004,2243.

Mailing list topics range from the technical to the offbeat; there are hundreds of them, and many give new meaning to the term "special interest." The topics take off into an incredible degree of specificity: There are mailing lists for support groups, musicians' fan clubs, the latest jokes, countries, languages, scientific and medical studies, activist groups, cars, games, religions and numerous issues of the day, to name just a few. If there's an interest common to at least two people with modems, there's probably an Internet mailing list for it.

Of course, if you've ever received a message through Internet, the screen or more of cryptic premessage addressing—a blizzard of numbers, acronyms and symbols—might have proved annoying or even overwhelming. Sam Neely, a systems analyst who created CompuServe's Internet connection, suggests simply ignoring it. "It's a bunch of gobbledy-gook that doesn't mean much to the user. That's trace information we need internally; in case there's a problem, we can use it to follow the mail site-to-site [along the network] and give it back to the originator."

Neely cautions against subscribing to an active Internet mailing list and then becoming a poor mailbox housekeeper. "It's really important to get off a mailing list you don't want or if you're not a regular user of your account," he says. With a capacity of 100 messages, a CompuServe Mail mailbox can be filled to overflowing by some lists in 24 hours or less. This stresses the CompuServe Mail system and sends the list's Internet exploder into a frenzy of message replies, repeatedly informing senders of your box's crammed-tight status ("user's mailbox is full"). "This is a bad thing," quips Neely.

CompuServers who subscribe to the lists and manage their mail find them to be good things. Though CompuServe is more interactive because of the real-time nature of its message posting, Public

Relations and Marketing Forum Manager Fred Ennis finds that "Internet is one of the best sources of quality information." Internet lists lack "the pronounced sense of community of a forum frequented by people interested enough in a topic to pay for it," but Columbia University student and Consumer Electronics Forum regular Gabe Wiener adds that the network has "a speed and vastness that is unrivaled."

If you'd like to browse inventory files of available Internet lists, search the Unix Forum's (GO UNIXFORUM) Libraries 1 ("New Uploads") and 12 ("Usenet & Mail") using the key word INTERNET. Files include each list's name, purpose and Internet contact. Note that many of the signup addresses include the word "request," meaning simply that you request to join the distribution.

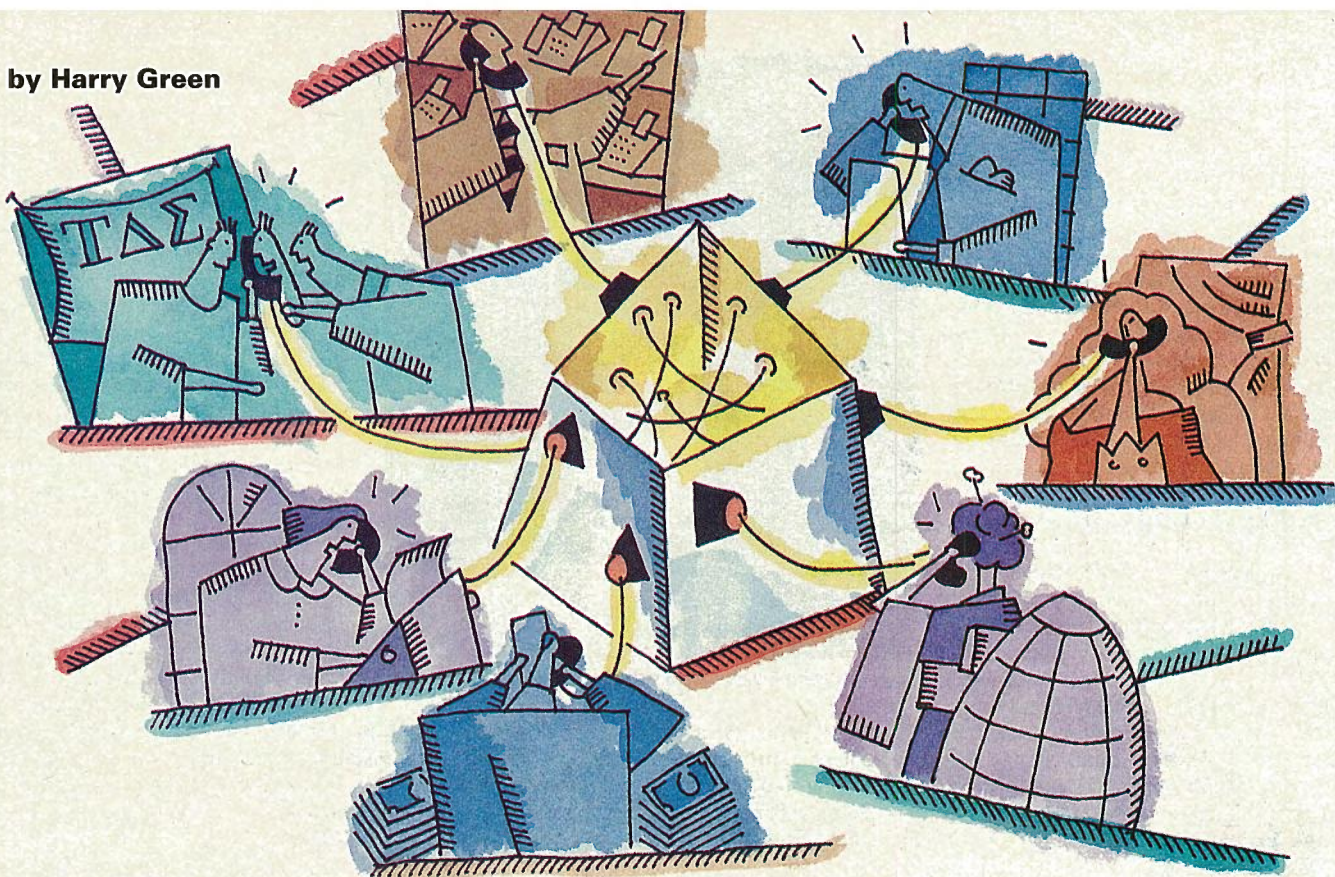
If browsing lengthy files isn't your cup of tea, you can post a message in the CompuServe forum most closely related to your topic of interest (i.e., "Anybody know if there's an Internet list for collectors of ball bearings?").

If you find a mailing list that seems right up your alley, send a CompuServe Mail message requesting to be put on the list. To get help on addressing an Internet message, type GO MAILHELP. When you sign up for a list, be sure to follow any special directions given in the list description (for example, providing additional information about yourself).

And bear in mind that, unlike magazines, an Internet list subscription is permanent until you say "Stop." No card will come to remind you that it's time to renew; if you're suddenly drowning in e-mail you can't read and don't want, send another message to the initial Internet contact to stem the tide and leave your mailbox alone, again.

—Christopher J. Galvin

by Harry Green



Picking Through Telecom's Wires

COMPUTING SERVICES

CM's Computing Services Credo:

For those who call out for advice, answers, even mere companionship in a discomfiting computer world, we throw you the online rope that connects to the main. No man is an island unto himself. Herein the Control-G tolls for thee.

▼
Stepping Back
from Technology

▼
It's Official: IBM
Software Support, p. 23

▼
VAX Forum Goes to
Press, p. 26

► In the Telecommunications Issues Forum, experts get technical and philosophical over new frontiers.

When Dave Donaldson, who explores management techniques, particularly in field marketing and sales support for a large winery, had to communicate with his company's international marketing managers, he wasn't sure of the best way to transfer information. He needed a database of sales, inventory, projections, quotas and other such information for the company's field representatives. Since the information is spread out among the representatives' portable computers, he wanted an easy, inexpensive way to exchange files. When he discovered CompuServe's new Telecommunications Issues Forum (GO TELECO), he posted a request for help. The assistance he received there helped him to set up a BBS, which, in Donaldson's words, brought "a savings of hundreds of thousands of dollars a year in telecommunication costs, travel and equipment."

Under the guidance of Marilyn DePaoli, chief sysop, the forum is a place where users interested in telecommunication services can share experiences; ask questions; learn about new technologies, products and services; and participate in discussions on telecommunication topics, such as regulatory policy issues.

Involved in telecommunication for many years, DePaoli has worked for IBM and Memorex, as a consultant for Peat Marwick and VISA International, and now owns a private consulting practice.

Although some of the information and discussions are of interest primarily to professionals, the forum attracts many non-professionals who need a source of reliable information from someone who has no financial interest in the outcome. Some of the questions they ask about modems and telecommunication software can be handled on product-specific forums, but DePaoli says, "There are a number of important, interesting developments in telecommunication services, such as cellular radio, mobile data applications and the Integrated Services Digital Network, that are not covered effectively anywhere else on CompuServe. These are of natural appeal to online users interested in this kind of technology."

Telecommunication was once something that most users left to the experts. Now the technology is heavily software-based, using the same types of components as computers. As a result, telecommunication is a field with countless players, many of whom are finding the Telecommunications Forum a place to congregate. Through Section 15, "International," members discuss international communications. The topics range from the simple (how to use a laptop in a country that has a different power voltage and frequency) to

ROBIN JAREAUX

Telecom's Members: May They Help You?

Anyone who has a question or an opinion about telecommunication can find expert advice or an open dialogue in the Telecommunications Issues Forum (GO TELECO). Here are examples of the kind of people who have recently received help.

Telecommunication Professionals

Like most technical forums on CompuServe, professionals congregate in the Telecom Forum to exchange ideas, obtain information and test new concepts. Discussions are as varied as cellular radio, Internet and frame relay. The forum is also a good place to keep updated on new industry trends and products.

Writers

Julie Johnson, who also happens to be one of the forum's managers, is updating a book on 800 and 900 services. She was able to get a list of 900 codes available from each carrier from one of the forum libraries. She also was able to identify unique ways various companies are using 800 services. Another writer, Joe Venturelli, is writing a book about funny answering-machine messages, and turned to the forum for help.

Telecommunication Managers

Most companies have someone vested with the title of telecommunication manager, regardless of whether he or she has a technical background. When a rural telecommunication manager in Alaska couldn't find local resources to answer his questions about a new software release for his Northern Telecom equipment, he posted a message in the forum. A Northern Telecom representative offered suggestions directly. He also received messages from others using the same equipment.

Consumers

Brian Roth, who lives in Oklahoma City, was puzzled over information he had received about Southwestern Bell's personalized ringing option on a hunt group. A user in South Carolina was perplexed because his local telephone company cut off his line after eight or nine rings, and his answering machine needs 10 rings for one of its functions to work. Forum members offered advice on working through the local utilities commissions to solve the problems.

Programmers

Programmers may be experts in writing code, but making applications work across a telecommunication network is often a job for a specialist. The forum is populated with people who understand data communication hardware and protocols.

Attorneys

Bill Conwell, a patent attorney, sent a message asking if anyone knew of devices manufactured before 1981 that derived their power from the data or control lines of an RS-232 computer port. Within a day, he had two good suggestions.

Manufacturers and Carriers

The forum is an excellent place for manufacturers and equipment providers to hear opinions about their products and services, deliver occasional support, and listen to what features and functions users are asking for. One manufacturer used the forum to broadcast the specifications for a design engineer his company needed to help develop a new product.

—HG

the complex (how to communicate internationally over Internet).

Many telecommunication issues are as much sociological as they are technical in nature. For example, take the issue of calling-party identification.

The telephone has always been an intrusive device. Unlike the doorbell, where you can see who's pushing the button, the telephone caller has been anonymous—until now. Today, in many parts of the United States, the calling number can be displayed on the telephone or a PC. Forum members debate whether the right to know who is calling is more important than the caller's right to privacy. The sides are about even, but the controversy won't be resolved on CompuServe. The courts and state utility commissions will decide whether the telephone companies can offer the service.

During July and August, a hot topic on the Telecom Forum was 900 services. When 900 service was conceived a few years ago, its purpose was to enable companies to offer information over the telephone for a fee. The service was expected to be an excellent way for companies such as software producers to provide support. Unfortunately, many people have come to associate 900 service with price gouging, sex parlors and sleazy operators.

Forum members relate cases of children running up huge phone bills, and people being trapped into paying excessive charges

under the guise of winning a prize. One member, who lives alone, had 900 access blocked from his line just on general principles. Other members defend 900 service because they believe in its potential for meeting its original purpose, though they concede that its reputation has been damaged.

When telecommunication issues hit the news, discussions quickly develop on the forum. For example, in early July problems with a new telephone signaling protocol, Signaling System No. 7, caused service outages in California, Washington, D.C., North Carolina, Pennsylvania, Virginia, West Virginia and Maryland. Forum members picked up on the topic, and offered insights that industry insiders put into perspective far more accurately than the news media. Those who want to learn how certain types of technology expose users to greater risk of service loss can read the thread in file SS7BUG.TXT in Library 1, "New Uploads."

Another debate in Section 2, "Regulatory Affairs," centers on a topic that will have a far-reaching effect on most CompuServe members, yet the details are so intricate that only a few specialists thoroughly understand them. The controversy began when Sysop Scott Loftness uploaded information on a Federal Communications Commission inquiry into competition in providing local telephone services. While most forum members support the idea of free enterprise, many

believe competition will skim off the telephone companies' most profitable customers, leaving smaller and rural users to pay the price in the form of higher rates.

The Telecom Forum is an excellent place to get free help and advice that would cost plenty from other sources. For example, forum member Ted Neff's company is considering the installation of 9600-baud modems for communication between US offices. He asked several questions, such as whether special telephone lines are needed, what the effective data transfer rate would be, how the system could be integrated into a LAN and what it would cost. His message collected numerous replies, with a short, comprehensive analysis of what to look for. Particularly valuable was a discussion of the difference between V.32, V.32bis, V.42 and V.42bis modems.

The forum is also the CompuServe home of the Electronic Frontier Foundation, which meets in Section 12. The EFF's purpose, in the words of its mission statement, is to "civilize the electronic frontier; to make it useful and beneficial not just to a technical elite, but to everyone; and to do this in keeping with our society's highest traditions of the free and open flow of information and communication." Mitch Kapor, of Lotus 1-2-3 fame and president of EFF, is represented on the forum by Gerard Van der Leun, director of communications.

Van der Leun, who is disseminating EFF's information and publications through the forum, hopes to increase the foundation's presence on CompuServe in the future, using it for discussions pertaining to electronic communication. "You can't know what a wide range of people are going to think is good for them by sitting in the office and thinking about it," Van der Leun says. "Our job is to listen to a diversity of opinions, then launch specific programs that meet those needs."

The EFF has recently been spearheading a debate about the Integrated Services Digital Network (ISDN), an international architecture that is extending digital communication directly to the end-user. Kapor and the EFF are pressing the Massachusetts Department of Public Utilities to require the telephone companies to provide ISDN services at reasonable rates.

A provocative discussion about ISDN began when Loftness posted Kapor's com-

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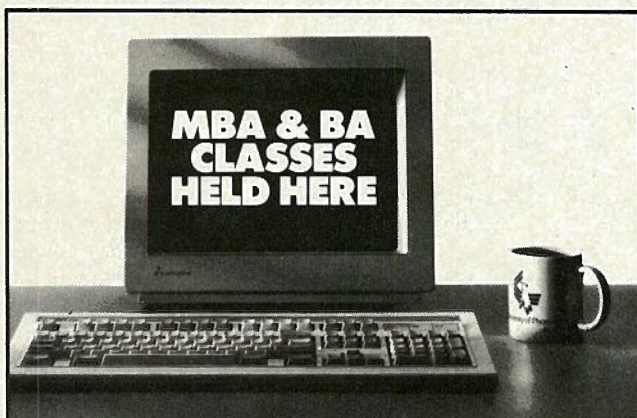
ments from *Telecom Digest* (Library 1, "New Uploads," file ISDNPR.TXT). Kapor spoke of "substantial and vastly under-appreciated entrepreneurial opportunities that would arise out of the widespread availability of ISDN at affordable prices." He continues with an opinion that the proposed rates will stifle, rather than enhance, ISDN's development. Kapor's remarks indicate that EFF will be coordinating an advocacy campaign on ISDN and would welcome support. The discussion that follows offers insight into the complications of selecting equipment and setting rates for services that eventually will affect every telephone user in the world.

Many questions on the forum relate to Internet, how to communicate over it and how to reach it through CompuServe. Section 14, "Internetworking," and the corresponding library contain information on how to use Internet, a network connecting many large electronic mail systems.

Although the forum has been in operation less than nine months, the libraries are already populated with valuable information. For example, in Library 1, "New Uploads," you can download information as diverse as area code and prefix tables, lists of 800 prefixes, lists of telecommunication vendors, and copies of many important articles on telecommunication. If you are interested in new technologies such as frame relay and ISDN, you can find descriptive information in Libraries 16, "Frame Relay," and 7, "Data/ISDN," respectively.

Whether you love telecommunication or despise it, it is a technology you can't ignore. The Telecommunications Forum covers the gamut from telecommunication's technical to its social aspects. Drop in and find a sounding board for your ideas and answers to your questions.

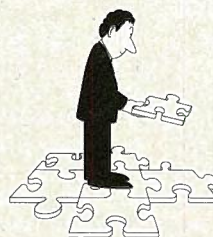
Harry Green is president of Pacific Netcom Inc., a Portland, Ore., firm that consults with businesses on using office automation and telecommunication to improve productivity. His CompuServe User ID number is 70007,431.



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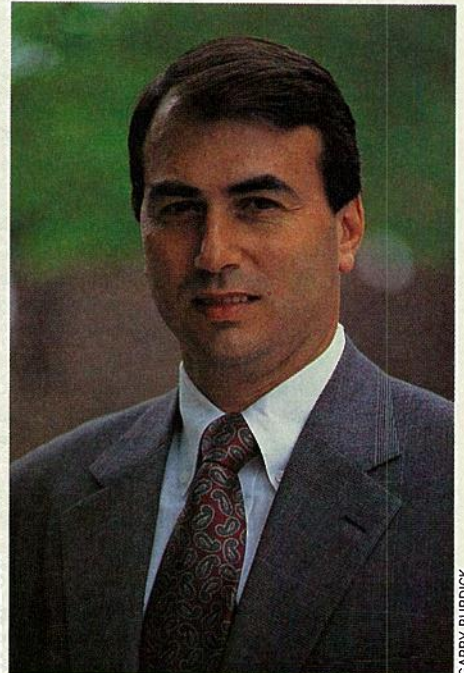
JOHN DICKERSON

Answering software needs: Lennon



JOHN DICKERSON

Desktop problem solver: DeVoe



GARRY BURDICK

Aggressive software support: Cassano

From Out of the (Big) Blue

► IBM directly supports its desktop and OS/2 software in new forums.

CompuServe members get plenty of help in running their IBM products when they join user-supported forums. Now they're also getting official support from Big Blue itself.

Starting this year, IBM Corp. is sponsoring two new CompuServe forums—the IBM Desktop Software Forum (GO IBMDESK) and the IBM OS/2 Information Exchange Forum (GO IBMOS2).

These forums are separate from the IBMNET forums on CompuServe, which are managed by users and cover various hardware and software products, including PC clones. The IBM-sponsored forums, on the other hand, cover specific IBM software, with IBM employees acting as forum managers.

What prompted the world's largest computer maker to support its software on CompuServe? According to Dave Cassano, director of product management for the IBM Desktop Software Group, the decision was largely "customer driven."

"We had feedback from our customers on how to improve the service we offer them. As we got more aggressive in providing options to customers, they asked for online support.

We looked at CompuServe and knew its reputation in the industry, so we went ahead."

What users get from IBM is technical information, utilities, demo files, product announcements and other help that may not be available elsewhere on CompuServe, says Cassano.

Bob DeVoe, senior product administrator for IBM Desktop Software and primary sysop of the forum, cites the following example of IBM customer support:

Forum member Bruce Brothers was planning an audio/visual presentation, but a retail outlet sold him the wrong version of IBM's Storyboard software. He placed an urgent help message on the forum. In what DeVoe calls "a success story that could occur only on CompuServe," IBM sent Brothers the correct version of Storyboard Live! overnight.

To provide this kind of service, IBM keeps a team of staffers frequently monitoring the forums. At any given time, someone familiar with each of the supported products—Storyboard, Current, DisplayWrite and Hollywood—is available to answer questions, according to Fred Lennon, IBM Desktop Soft-

ware customer service manager. (See accompanying box, p. 24, top, for descriptions of these products and sysops' favorite files.)

"We've selected people who know the most about the products from marketing and technical points of view," says Lennon. "That means four tech support people, four product managers, four marketing people, plus a couple of others. That's 14 or so people who regularly check the forum and respond to messages where appropriate." Staffers dial in from Milford, Conn., where the division has its headquarters, from Boca Raton, Fla., Dallas and Atlanta.

Of the four IBM Desktop Software products, the one that generates the most forum traffic is Current. This pleases Carmine Cordella, IBM product manager for Current, who accesses the forum almost every night.

"I read all the messages on Current and the responses from our technical people. I'll jump in and answer a question on the marketing side or questions dealing with future developments," he says.

Forum members generate a wide range of comments about Current, from questions about specific functions to suggestions for improvement in later versions. There are

Sysops' Picks: IBM Desktop, OS/2 Files

Here's a description of products and related files from the IBM Desktop and OS/2 Forums. The files are 'sysops' choices, selected by the forum managers.

THE IBM DESKTOP SOFTWARE FORUM (GO IBMDESK)

► **Desktop Software enhancements**—IBM enhancements for its Desktop Software products. Library 1, "General Information," file IDS.

Storyboard—This audio/video product allows you to combine music, sound effects, graphics, animation, full motion video, still photography, painting and drawing into your presentations.

From Library 2, "Storyboard Live!":

► **Storyboard Q & A**—Frequently asked technical questions and answers about Storyboard and Storyboard Live! File TSB01.ASC.

► **Storyboard Live!**—Technical and marketing questions and answers. File SBLIVE.

Current—Personal information manager software that runs under Microsoft Windows 3.0 and helps business professionals organize their time and information

more effectively. You can use Current to maintain a calendar, a contact list, a phone message list, and a time chart on projects, and send letters to clients.

From Library 4, "Current":

► **Current Q & A**—Frequently asked technical questions and answers on Current. File CURTEC.ASC.

► **Current Marketing Q & A**—Frequently asked marketing questions and answers about Current. File CURMKT.ASC.

► **Current demo**—Demo diskette has been loaded into the forum library for you to download. File CURDEM.ZIP.

► **GetAddress 2.0**—Gallo Macro, Word WFW Winword, Current DDE. File GADD20.ZIP.

DisplayWrite—This newest version of the venerable IBM word processor includes many new features, such as split-screen editing, page preview, support for many fonts and printers, multicolumn formatting, and the ability to integrate spreadsheet and database files into a document.

From Library 5, "DW5.0-DOS":

► **DisplayWrite 5.0 General Q & A**—Common questions and answers about DW5. Files DW5GEN.ASC, DW5GN2.ASC, DW5GN3.ASC.

► **DisplayWrite 5.0 Marketing Q & A**—Frequently asked marketing questions and answers about DW5. File DW5MKT.ASC.

► **DisplayWrite Demo**—Latest DW5 demo for anyone who would like to download it. File DW5DEM.ZIP.

Hollywood—Windows-based presentation graphics package that combines, text, charting, and drawing to produce output on hard copy, slides and overhead transparencies.

From Library 11, "Hollywood":

► **Hollywood SCODL**—A sample SCODL output file exported directly from Hollywood. File SCODL.ZIP.

► **Hollywood announcement**—The Hollywood announcement describing in detail the features of the product. File HOLLYW.

THE IBM OS/2 FORUM (GO IBMOS2)

► **System management**—IBM "White Paper" discussing system management techniques for OS/2. Library 17, "IBM files," file WPSYS.ZIP.

► **Developer assistance**—Information on the IBM Developer Assistance program, including eligibility requirements, benefits and how to apply. Library 17, "IBM files," file DAP.ZIP.

► **Display driver**—An OS/2 display driver for cards using the ET-4000 chip. Supports 800-by-600-by-16 or 1,024-by-768-by-16. Tested with Orchid, STB, and Diamond SVGA boards. Library 10, "Hardware," file ET-4000.ZIP.

► **Corrective service**—Text file showing the current "corrective service" level for a variety of IBM Personal Systems software packages. Library 17, "IBM files," file CSDNOW.ZIP.

► **Phone numbers**—A list of dozens of direct help phone numbers into IBM—for everything from finding your nearest authorized dealer to getting support for DisplayWrite. Library 17, "IBM files," file IBMPHO.TXT.

► **Tetris-like game**—An OS/2 PM program similar to Tetris. Library 16, "Fun-n-Games," file SIRTET.ZIP.

► **File Trashcan**—A Macintosh-like file deletion utility. Drag and drop a file into the trash can. Its contents can then be re-

trieved, compacted or emptied. Library 2, "Version 1.x General," file TCAN20.ZIP.

► **OS/2 tips**—An OS/2 VIEW-based collection of tips and techniques for OS/2 usage, tuning and development. Library 2, "Version 1.x General," file OS2TIP.ZIP.

► **Communications Manager**—An IBM "WhitePaper" on Communications Manager, including tuning, performance and directions for 2.0. Library 17, "IBM files," file WPCOMM.ZIP.

► **Mah Jongg**—A PC version of Mah Jongg. Beautiful at 1,024-by-768. Playable at 640-by-480. Library 16, "Fun-n-Games," file MAHJON.ZIP.

improvement in later versions. There are also requests for technical information and bug reports.

Cordella also answers questions about "dynamic data exchange"—a feature of Windows 3.0 that allows users to share information among several Windows applications, including Current. Users can download macro files from Library 4, "Current" to help them use dynamic data exchange, he says. "If a question comes in and our people don't know the answer, they will take the question up the line and get an answer."

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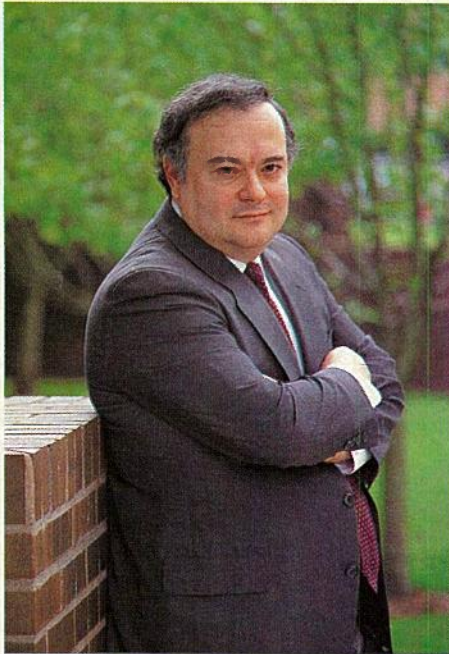
Not surprisingly, people interested in other IBM products occasionally chime in. For instance, when a forum member had a question about an IBM Windows-based 3270 terminal emulator, not among the products officially supported, he got a response from IBM staffer David Lection, one of the product's developers. That's fine with IBM—"We don't discourage forum members from having conversations about other products," says DeVoe.

The OS/2 Information Exchange Forum is the newer of the two IBM-supported

forums. OS/2 is IBM's advanced multitasking operating system, which the company hopes will be the major computer platform of the 1990s. If you're an OS/2 enthusiast, this forum is the place to be.

One satisfied OS/2 user is Leroy Casterline. "Thanks to the support provided in this forum," he wrote to fellow forum members, "I've managed to get OS/2 installed and running on my system. Now I have one last task ... How do I set the DOS box path?"

To Forum Manager Brian Proffit, this kind of problem accounts for a large number



GARRY BURDICK

Monitors Current questions: Cordella

of questions on the forum. "We've had lots of questions from people unable to get OS/2 going because of unusual hardware configurations. We've been able to locate information and guide them through the process," he says.

Other common questions come from users who want to be beta-testers for the newest OS/2 version, and from those considering upgrades from earlier versions. "Some messages are from people who haven't yet made the move to OS/2 and are looking for information about it," Proffit says. About 10 percent of the questions come from OS/2 novices, another 25 percent from casual users, and the rest from experienced developers, he says.

The main benefit Proffit sees for forum members is the ability to get answers directly from knowledgeable IBM officials. "It's unfortunate that dealers aren't always as educated as we would want. For people who need answers quickly and can't get them, we're reaching them directly."

To Proffit, one sign that the forum would fill a void among OS/2 users was the response to its opening. "Before we officially opened in June, we had 1,500 messages waiting from members worldwide," he says. Many forum members are OS/2 users or advocates who don't work for IBM but want to spread the OS/2 gospel.

Proffit's regular IBM job is to work with developers from other companies who create OS/2 tools, but that's not the main purpose of the forum. "We have other mechanisms to communicate with developers. CompuServe gives us a way to reach the single-machine end-user," he says.

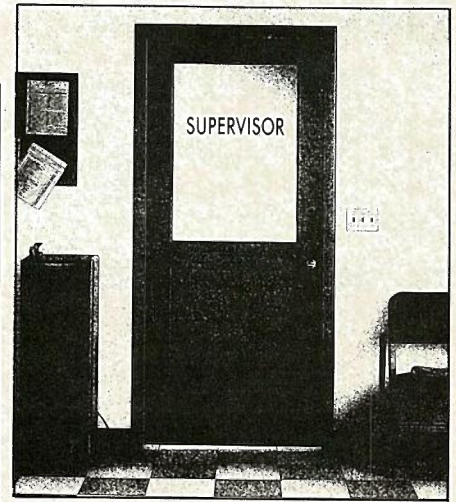
Helping Proffit in this task are five IBM assistant sysops and two non-IBM assistants. Four of the five IBM staffers, like Proffit, are located in Boca Raton, Fla., and the fifth, Sam Detweiler, is in Detroit. The two non-IBM sysops are independent con-

sultants used by IBM to help conduct workshops on converting applications from DOS to OS/2.

OS/2 Forum libraries and their corresponding message sections cover such subjects as different OS/2 versions, communications, databases, LANs, REXX program editors, OS/2 applications and a Corrective Services (bug fix) section. IBM-posted files are in Library 17, "IBM Files," and user-posted files are in the other libraries.

Both IBM and CompuServe say these two forums could be the start of a wider CompuServe presence by Big Blue, as other IBM divisions are looking on with interest. If this should prove to be the case, users of IBM products can only benefit.

Michael Naver is a Baltimore-based free-lance writer specializing in technology subjects. His CompuServe User ID number is 76004,2242.



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by Chris J. Walther

VAX Forum's Newest Expertise

► The staffers of Professional Press bring code and loads of insight.

Eight years ago, Stuart Fuller was in the right place at the right time. Then a field service engineer at Digital Equipment Corp., he had become an expert in the original DEC VAX systems introduced in the late 1970s. He was seeking a place on CompuServe to discuss concerns of professionals within companies starting to manage their own large-system VAX computers.

"I frequented the PDP-11 SIG, where there were some messages about VAX. I had an idea to start a VAX forum and, at the same time, CompuServe was looking for a sysop," recalls Fuller, now a customer service engineer maintaining DEC and VAX RISC systems at a major Detroit automobile manufacturing company.

Since its modest beginnings, the VAX Forum (GO VAXFORUM) has developed a loyal following of computer systems managers, engineers, scientists, programmers and

less-technical managers alike. Fuller's team of sysops speak from their experiences—one is a systems manager at Princeton University, another authored the PC software Reflection, and still another runs his own computer company in Boston.

Although DEC VAX workstations for personal use are now readily available, VAX systems typically are multiuser setups serving entire companies or departments, where they can be networked via DECnet architecture. Given the complexity of such installations, managing bigger VAX systems has become a full-time job for people who have the title of systems manager within a company. For them, the VAX Forum is a key source of information.

Now, through an agreement with Professional Press, publisher of *DEC Professional* and *VAX Professional* magazines and technical books, VAX Forum members have access to a greater array of resources, utility programs, books and industry experts. Changes

Matter of VAX: A History

1979—Digital Equipment Corp. introduces the DEC VAX system, and DEC field service engineer Stuart Fuller begins working with VAX technology.

1983—DEC introduces a new line of VAX minicomputers, the microVAX, bringing the computing power of VAX systems into more companies and departments than ever.

Fuller, a CompuServe member, sees a need for discussion of VAX systems and opens the VAX Forum.

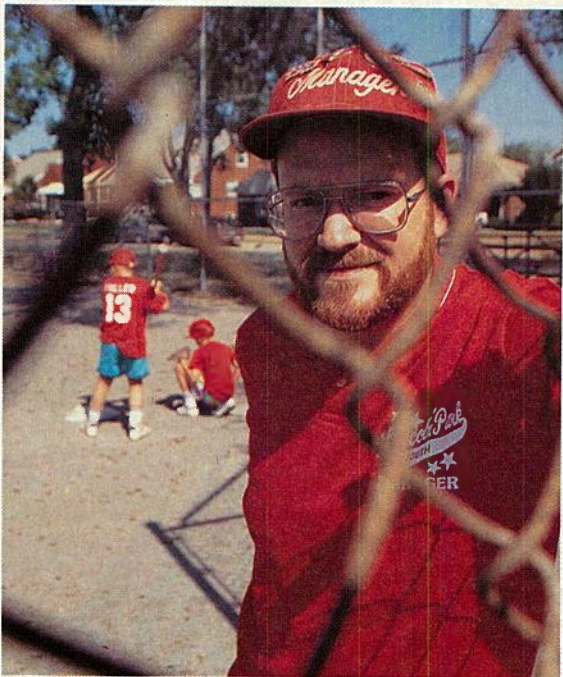
1985—Charles McGuinness and Bill Leeman join Fuller to help manage the growing forum.

Also in 1985, The DEC PC series makes its debut, with the legendary Rainbow personal computer, and brings yet another breed of computer users to the VAX Forum.

The VAX Forum's DEC PC Section spins off into a separate forum, led by Bill Leeman.

1987—Assistant Sysops Doyle Myers, Richard Gilbert and Bill Mayhew join the VAX Forum.

1991—Professional Press agrees to sponsor the VAX Forum. Fuller and assistant sysops continue to manage the forum, with Steve McDowell of Professional Press joining as VAX Forum coordinator.



DENNIS COX

Catering to the VAX-Pack: Fuller

to the forum's overall structure will be minimal, according to Fuller.

The idea is to "add value by promoting the forum, by offering our publications and by making available the expertise of our editors, contributing editors and columnists," says Steve McDowell, VAX Forum coordinator for Professional Press.

For starters, forum members interested in programming now have access to code

from several well-known developers. Fans of Bruce Ellis, Rex Jaeschke and David W. Bynon will find published code from *DEC Professional* and *VAX Professional* in Library 15, "DEC/VAX Pro Code." (For a sampling of files from Professional Press, as well as all-time classics from the VAX Forum, see p. 28.)

Members can access information about Professional Press books, *DEC Professional* and *VAX Professional* online. Information about the various publications is available in Library 14, "Professional Press," files BOOKS.TXT and MAGS.TXT.

Technical editors and columnists from the magazines are already making appearances in message board discussions, and guest conferences are in the works. A new message section will feature a monthly "hot topic" and Professional Press editors will be online periodically to address specific issues.

Advanced information about trade shows, DECUS (Digital Equipment Corp.'s user group) seminars and industry news are other features McDowell plans for enhancing the forum's appeal. For example, with *DEC Professional* Publisher Carl B. Marbach's editorial "The Decline of DECUS" uploaded into Library 1, "News and Reviews," and DECUS President Bill Brindley's rebuttal appearing shortly afterward, the VAX Forum saw "controversy it hasn't seen in years," says

McDowell.

Other forum sections cover VMS applications, communications, text-processing related material and even files for entertainment purposes.

The VAX Forum's potential reach is unlimited due to CompuServe's international accessibility, says McDowell. Membership is already international and touches every aspect of DEC computing, with VAX Forum members coming from Japan, Europe, Canada, South America and Australia as well as from the United States, and ranging from novice to wizard. "We're seeing a lot more European users recently, partly due to CompuServe's expansion in Europe," adds Fuller.

"VAX Forum sysops have an in-depth knowledge of the forum's membership. They're the experts in managing the forum," says McDowell, who plans to team up with them to reach more prospective forum members. For instance, every month, selected messages are reviewed in the many VAX

Forum message sections for possible discussion in the monthly "GO VAXFORUM" column in *DEC Professional*

and a similar bimonthly column in *VAX Professional*. These columns introduce the VAX Forum to magazine readers who may not yet have tried CompuServe.

Looking to the forum's future, Fuller predicts continued interest in the PC Integration Section, "which has grown during the last two years and now accounts for about 40 percent of the forum's message board traffic.

"An increasing number of non-technical users—particularly PC users who have been given the job of managing multiuser systems at their respective companies—are visiting the forum for advice on how to integrate IBM (and compatible) personal computers and Macintoshes where VAX systems are used as servers," Fuller says. Developers of DEC's Pathworks PC integration product visit the forum regularly to collect input from users and offer technical solutions.

Even for the sysops, the forum is an excellent place to learn new aspects of VAX computing. Says Assistant Sysop Richard Gilbert, "Much of what I learn helps me in my work. Sometimes one of our users mentions something I hadn't known or I learn something new while researching a user's question."

Chris J. Walther is a senior editor with the Swiss News Agency in Berne, Switzerland, and a free-lance writer. His CompuServe User ID number is 76013,217.

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Select VAX Forum Files

The following new files in the VAX Forum (GO VAXFORUM) contain articles about programming codes that have appeared in *DEC Professional* and *VAX Professional* magazines. You'll find them in Library 15, "DEC/VAX Pro Code."

DCL Dialogue: Not for the Faint-Hearted—This column by Kevin G. Barkes discusses the program Idle Basher, a command file that tracks down and zaps idle processes. File BASHER.DEC.

Break-in Detection Notifier Facility—Article by J. Wren Hunt gives code for a program that reads the audit mailbox, acts on incoming audit messages and notifies designated terminals of break-in attempts. File BREAKN.VAX.

Creating DECterm Windows—Discusses creating DECterm windows for virtually any purpose, including working on multiple accounts. Written by David W. Bynon. File DECTRM.VAX.

Using the PHONE Object to Show Users on Another Node—Explains procedure for finding out if a particular user is logged onto another node in the network. By Jim Egerton. File PHONEU.VAX.

A Corner Clock for Your VT Terminal—Gives procedure for displaying a clock in the upper right corner of your VT100 and by subprocesses, updates the data/time every three seconds. By Al Beer. File CLOCK.VAX.

View and Select with a TPU Directory Editor—Gives code for viewing a list of files in a directory and selecting one for editing. The utility also allows directory viewing, directory tree movement and file selection from one buffer in any TPU-based editor. By Nicholas Aiuto. File DIREN.VAX.

Hitchhiker's Guide to VMS—Follow fictional programmer Billy Bitsenbites as he explores the innerworkings of VMS. In Episode 8, Billy gets stuck in "heavy traffic." File GUIDE8.VAX. Also, read part 2, "The Guide Explores the Uses of ASTs to Reclaim Memory from an Idle Process." File HIKER.VAX. By Bruce Ellis, taken from his column in *VAX Professional*.

Files listed below are all-time classics from the VAX Forum and are available in the indicated libraries.

Communications Program for VAX/VMS—Host 32 supports CompuServe's B Protocol for file transfer and a DCL-like script handling capability for repetitive and batch-oriented communications tasks. Library 8, "VMS Communications," file GUIDE8.VAX.

File Transfer Protocol—The VMS version of Kermit, supported by almost every type of computer. Library 8, files VMSMIT.TLB (documentation), VMSMIT.EXE (executable program) and VMSMIT.RNH (help file sources).

Modem Setup Help—File describing how to configure the modem and the port on the VAX system, and how to set up terminal server ports. Library 8, files SETTRM.TXT and DECSRVTXT.

SMP vs. Uniprocessor Discussion—A discussion on how to acquire more VAX power. Vital reading for capacity planners. Library 3, "VAX Hardware," file SMPINF.TXT.

Disk Program—FRAG reports the amount of free space on a disk, and the size of the fragments. Library 6, "System Management," file FRAG.MAR.

Protocol Introduction—Describes the suite of network protocols commonly referred to as TCP/IP. Also contains references to other documentation and network addresses. Library 0, "General Info/Help" file TCPIP.DOC.

Product Notes—Two files describing the design and fine-tuning of Pathworks products for Digital's PCSA architecture. Library 1, "News and Reviews," file PCSA.TXT (design info) and Library 11, "PC Integration," file PCSA.TXT (use/tuning info).

Nicknames—Humorous text file defines the "VMS Hierarchy" of users: novices, hackers, wizards and others. Library 13, "VMS Entertainment," file HACKER.TXT.

—CJW

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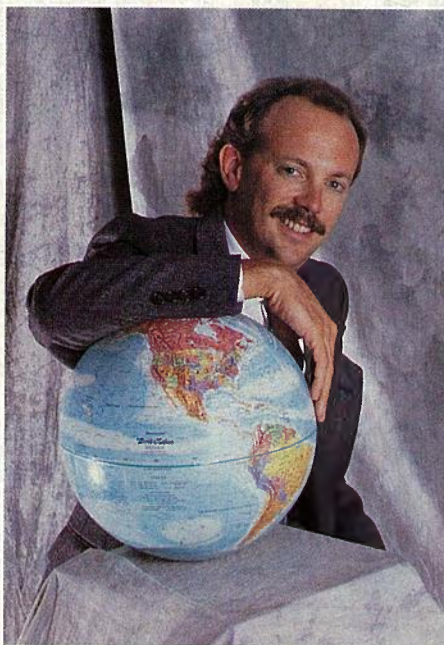
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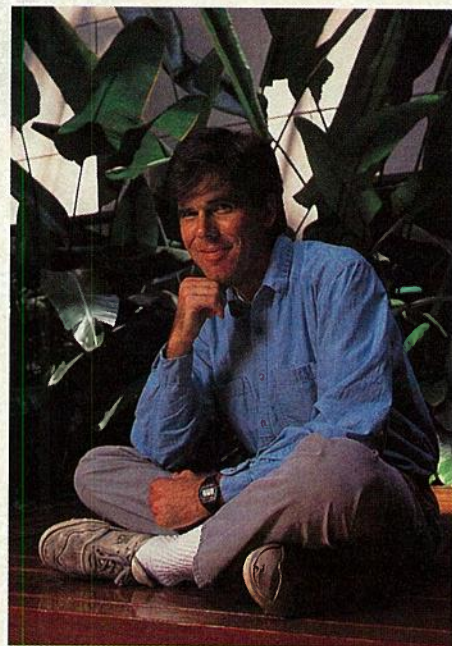
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by Rosalind Resnick



Employs Fibonacci analysis: Grant



Second-generation forecaster: Jones

The Forecast Calls for Gain

► If economic analysis is more fun when you're right, the minds at MMS are likely having a ball.

These days, MMS International is on a hot streak. During the first quarter of 1991, the firm's currency analysts shot closest to the mark most often, besting rivals I.D.E.A. and McCarthy Crisanti & Maffei's Currency-Watch, according to *FX Week*, which tracks the foreign exchange markets. MMS made these forecasts during a volatile period marked by the outbreak of war in the Persian Gulf and the dollar's surprising recovery soon thereafter. In fact, during the week the war broke out, MMS analysts came closest to the actual rate or tied for the top spot on seven of the nine foreign exchange rates they forecast.

A Belmont, Calif., economic analysis firm whose clients include professional money managers and traders worldwide, MMS International offers daily, weekly, monthly and quarterly reports to help you keep abreast of the global financial markets. (See p. 31, bottom.) Part of the Standard & Poor's Information Group, itself owned by financial publisher McGraw-Hill Inc., MMS employs more than 60 economists and market analysts in 15 major money centers throughout the world—from New York and Chicago to London, Paris, Frankfurt, Singapore and Sydney.

For investors who need their information

pronto, MMS releases daily reports on the stock, bond and currency markets Monday through Friday at 8 p.m. ET—giving CompuServe members the jump on financial news reported in the next day's papers. But the timeliness of the firm's forecasts wouldn't make much difference if they weren't accurate as well.

Who are the minds behind MMS' online reports?

MMS International (originally Money Market Services Inc.) was founded in 1974 by Robert Jones, a former director of forecasting for Chase Econometrics who had distributed his reports on paper for years. Frustrated with inefficient methods of updating and communicating information by mail and phone, Jones helped pioneer the worldwide distribution of online economic forecasting. Today, MMS serves more than 23,000 clients worldwide, including more than 90 percent of the world's largest banks and brokerage firms. Last year, MMS posted roughly \$36 million in sales. Jones, who sold the company to McGraw-Hill in 1989, remains a consultant there.

Peter Grant is assistant vice president in charge of technical foreign exchange analysis in North America and, at 30, is one of the "old men" of MMS' forecasting group. (Many MMS analysts are in their 20s.) Before joining MMS as a currency analyst in 1987, Grant traded currencies at G&G Financial Futures, frequently risking his own money in

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MMS Services, p. 31

Making the Most of MMS

Picking stocks? Try MMS' Stock Pick of the Day (which also includes the previous six days' stock picks), the Recommended Stock Portfolio and the Industry Scoreboard. All three can be found in the Daily Equity Market Report.

Playing the currency markets? Take a look at MMS' Daily Currency Market Report. Today's Market Wrapup: Technical Perspective, one of the report's regular features, tracks the major currencies plus some futures markets.

Locking in a fixed-rate mortgage? Check out US Treasury bond rates in MMS' Daily Debt Market Report.

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Chicago's wild-and-wooly trading pits. At MMS, Grant draws on his trading experience to provide detailed reports on the "spot" (cash) and futures markets of the US dollar, the Deutsche mark, the Japanese yen, the Swiss franc and other currencies.

Grant is what's known in financial circles as a "technical analyst." Rather than base his forecasts on the trade deficit, the consumer-price index, swings in oil prices and other economic data, Grant looks strictly at trading patterns—trend lines, the relative-strength index, momentum indicators. He also employs esoteric forecasting tools such as Fibonacci analysis, a financial forecasting system, named for 13th-century mathematician Leonardo Fibonacci, that predicts market movements based on recurring numerical patterns.

"I'm purely a chart-watcher," Grant says, having honed a unique analytical system through years of watching the market, tick by tick, every day. "For me, it's 50 percent technical indicators, 50 percent feel for the market. To some degree, it's more mystical than most technical analysis."

Grant's counterpart is Michael Faust, a currency analyst who takes a "fundamentalist" approach to financial forecasting, basing his predictions on economic data and real-world events. Together, they formulated the predictions that garnered top honors from the April 5, 1991, *FX Week*. Grant believes that technical indicators are often more ac-

curate than fundamentals for short-term trades. Many of his clients are speculators, he notes, not importers and exporters seeking to lock in an exchange rate.

Grant predicts the US dollar will reach 1.90 marks early in the fourth quarter. Despite some recent "corrective losses," Grant says he expects the dominant up trend to resume over the short-term.

Gerald Celaya, manager of technical analysis at MMS Europe, also uses charts, not economic data, in crafting his predictions. Based in London, Celaya manages the MMS technical staff in London and Paris and coordinates intra-day and longer term commentary from currency analysts in Singapore, Tokyo, London and Chicago. Celaya, who has a master's degree in economics from San Francisco State University, has played a major role in developing new MMS online services and provided intra-day analysis for

the European bond and US Treasury markets.

Celaya typically arrives at his office at 6:45 a.m. London time. To find out what happened in the currency markets overnight, he'll call up the MMS hourly foreign exchange blotter on his computer and make printouts. "I know it sounds silly in these days of online everything," Celaya says, "but I still like a piece of paper in my hands that I can walk around with."

Despite his formal training as an economist, Celaya prefers technical analysis to a fundamentalist approach: "First, the market does discount all known information, so who am I to tell it differently?," he says. "And, second, technical analysis keeps you honest, you know, when the trendline breaks." Celaya unabashedly calls the currency markets "a speculator's dream come true."

His predictions: Continued volatility, es-

A Guide to MMS Market Reports

To access MMS International's market reports, GO MMS at any CompuServe Information Service prompt. The menu that appears gives you 10 choices: calendar of economic events, equity market analysis, currency market analysis, debt market analysis, monthly forecasts, quarterly forecasts, *FEDWATCH*, weekly economic survey, economic briefing, and update schedule/information and fees.

Here's a sampling of what you can expect to find:

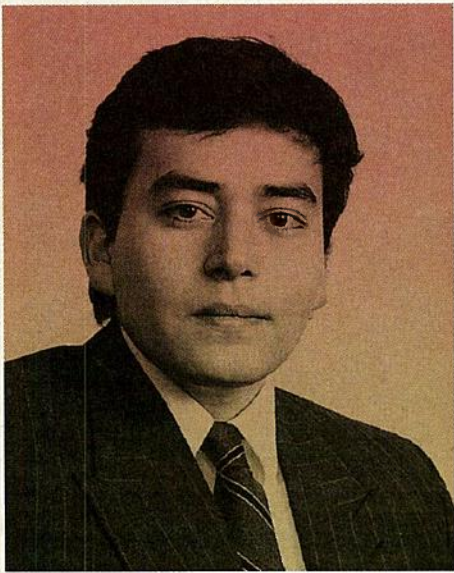
- ▶ **Calendar of Economic Events.** A ready reference to upcoming events likely to influence market activity. The Economic Calendar provides forecasts and historical trend levels for all major upcoming economic and monetary releases. The Treasury Calendar summarizes Treasury bill and coupon auctions. The Global Critical Events Calendar lists speeches, meetings, announcements and other upcoming events that could sway the markets.
- ▶ **Daily market reports on stocks, bonds and currencies.** An inside glimpse at economic and technical factors affecting the "spot" and futures markets for the various financial instruments. The MMS Recommended Portfolio lists approximately 20 specific stocks, each with suggested buy/sell prices and a protective stop-loss level. The Daily Debt Market Commentary provides timely insight into economic activity and interest rate trends,

relevant data to all financial markets.

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- ▶ **FEDWATCH.** A special newsletter written by senior MMS analysts and released each Friday afternoon. Information and forecasts focus on Federal Reserve policy and interest rate trends.

Some of MMS' reports, such as the daily market analyses and *FEDWATCH*, carry a \$5 surcharge for each report retrieved. MMS' monthly and quarterly reports are free of surcharges. To find out more about prices, availability and release times of MMS reports, choose Option 10, "Update Schedule/Information and Fees," from the main menu.

If you have a question about an MMS report or the financial markets in general, MMS analysts will be happy to help. Call 800/227-7304 or send a message to the company's CompuServe User ID number, 76004,275.



London-based chart watcher: Celaya

pecially with more and more smaller countries' currencies trading in the "spot" market. "I think the US dollar/British pound sterling will hit 1.5000, but I am not sure that the 1.4935 level will give in a big way just yet. A year out? I like the dollar, but we really need to clear the 2.20 zone (Deutsche mark to the

US dollar) to get excited."

Robert Walberg is a stock market analyst and MMS' manager of equity market analysis. His responsibilities include making daily, weekly, monthly, quarterly and yearly forecasts of the Dow Jones Industrial Average as well as managing stock portfolios. Before joining MMS three years ago, Walberg spent close to five years as a stockbroker at E.F. Hutton and Francis Manzo Inc. A political science and history major at the University of Illinois, he is now earning an MBA in economics and investment management at Pace University in New York City.

Walberg, who uses both technical and fundamental analysis to craft his reports, says his best prediction last year came in July 1990 when the Dow peaked near 3000. When the Dow eased back to 2864, he urged investors to sell. His worst call: Not urging investors to get back into the market soon enough after war broke out in December. His wildest day: Oct. 13, 1989, when the Dow plunged close to 200 points in a single ses-

MONEY MATTERS

sion. Being an analyst "is less stressful than being on the trading floor with your own money," he says with a smile.

At MMS, Walberg is something of a rare bird—an analyst who draws on both technical and fundamental indicators to craft his predictions. Most of the firm's other analysts are either in one camp or the other. "It seems to me that the equity market is too diverse to lend itself to any one approach," Walberg says. "To get a good handle on the stock market, you have to understand how both approaches work."

Walberg says he's bearish on the Dow for the rest of 1991, predicting a low of 2700. But by the end of the first quarter of 1992, he says, the Dow could bounce back to 3200 to 3300 as corporate earnings, rather than interest rates, begin to drive the market once more.

Greg Jones uses a fundamentalist approach to cover the US Treasuries market for MMS in New York. His best call, he says, came after Iraq invaded Kuwait last August, and yields on 30-year Treasury bonds jumped from 8.4 percent to 9.2 percent. Jones predicted—correctly—that higher oil prices would deepen the recession, not trigger a new round of inflation, and, ultimately, force yields down. Earlier this year, though, Jones got zapped when Treasury bond yields edged higher. Jones called for yields to come down. They didn't.

Jones, who majored in economics at Middlebury College, has an unusual background for an MMS analyst. He spent a year and a half as a busboy at a ski resort in Wyoming before joining the firm nearly four years ago. Jones readily admits he had an "in" when he applied to MMS for a job—his dad started the company—but points out that he would never have lasted this long if most of his predictions hadn't been on the mark.

Jones' forecasts: Yields on 30-year Treasury bonds will drop to around 8 percent by year's end due to inflation and a sluggish economy, though yields may move higher from June through August 1992, as the economy begins to recover. He's looking for 7.75 percent yields a year from now.

Jones points out that MMS' market forecasts can be used by investors in any number of ways—to play the stock, bond or currencies markets; to lock in a fixed-rate mortgage; or to decide between a three-year and a five-year certificate of deposit.

"The best thing to do is take a long-term view and look at our product as a way to get ideas," Jones says. "Use it as a research tool to point you in the right direction." ◀

Rosalind Resnick is a financial and technical free-lance writer based in Hollywood, Fla.

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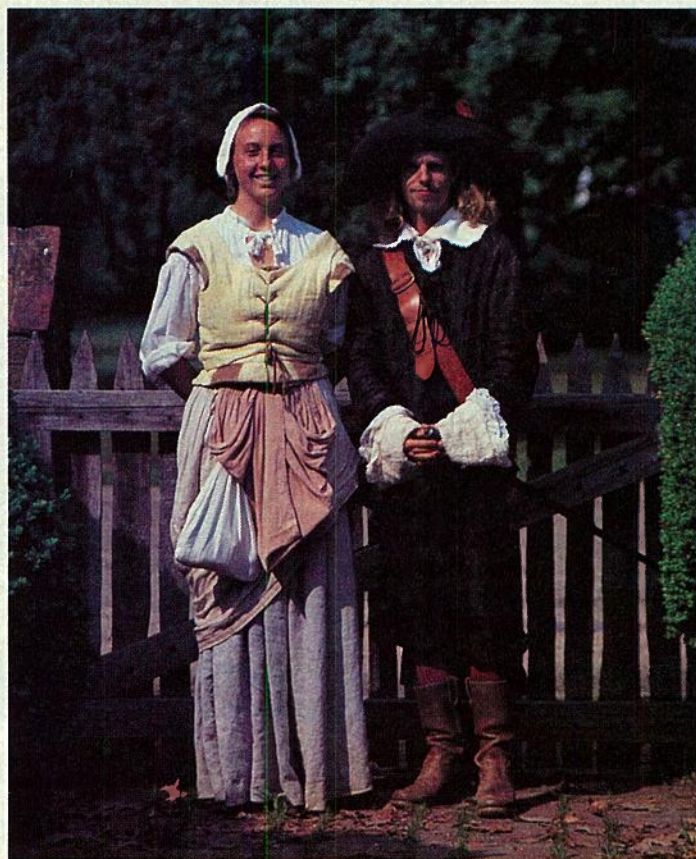
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Chesapeake's Lost City



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Colonial actors: Servant Sarah Taylor, Commander George Evelyn

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A 17th-Century Nation's Excavation

The State of Genealogy, p. 37

► **Before Williamsburg, there was St. Mary's, where early America is redone and still being dug up.**

Vacation for some people means traveling hundreds of miles to an exotic destination. But others have found a more interesting option, traveling hundreds of years back in time to an age when life was simpler.

Overlooked and unhurried, St. Mary's City has yet to be overcome by hype or hordes of tourists. In a sleepy, scenic corner of southern Maryland, 60 miles from the US capital, the 800-acre outdoor living-history, archaeological and natural-history museum is a collection of historically reconstructed buildings and excavation sites. Listed in the National Register of Historic Places and designated a National Historic Landmark, it's a realistic recreation of days gone by.

St. Mary's was the fourth permanent English settlement in America and Maryland's first capital, from 1634 to 1695. It was founded by 140 Catholic pilgrims led by Leonard Calvert, brother of Maryland Gov. Cecil Calvert (the second Lord Baltimore) searching for economic and religious freedom.

In a unique atmosphere blending education and entertainment, St. Mary's reconnects us to the past. Townspeople are portrayed by authentically costumed interpreters who tend gardens and livestock, cook meals from scratch and expose the details of

17th-century life to 20th-century visitors.

Barefoot with hoe in hand, tobacco plantation owner Godiah Spray cultivates a vegetable garden outside his reconstructed wooden house. Seventeenth-century tidewater tobacco plantations were modest dwellings with steeply pitched roofs and unpainted, hand-split exterior clapboards, not the palatial mansions associated with the deep South. A successful planter would own tobacco barns, the planter's house, a tenant house and fenced-in livestock.

Visitors can chat with costumed role-players to get an intimate, one-on-one connection with the past. Dialogue is pure 17th century. Spray, for example, shares details about colonial life and, if pressed, gossip: "Good Wife Spray's inheritance from her first husband enabled our entire family to come to the colony," he confides. Otherwise Spray would have worked his way to freedom, like so many others, as an indentured servant.

The costumed settlers' travels and travails become real-life adventures. Like a 17th-century soap opera, the portrayed lifestyle and events keep visitors intrigued and wanting more. Spray and fellow townspeople are composite characters, blended from several colonial residents of "St. Maries City," as the town was spelled in Colonial times. Interpreters research records and journals of that time to transform lifeless entries into living, breathing entities.

Today, hotels and motels cater to the needs of the modern traveler. Seventeenth-century inns, or "ordinaries," offered hospitality and functioned as a distributor of gossip



HISTORIC ST. MARY'S CITY

History recreated: St. Marys City Militia on State House lawn (above), the Maryland Dove (right)

and news, along with food, drink and lodging.

William Farthing's Ordinary, a recreated inn and restaurant, serves modern St. Mary's guests. Luncheon fare includes sallets (salads) or pottage (soup) 17th-century style, as would the finer eating establishments of the day. Dining maintains the 17th-century ambience, with rough-hewn picnic-like tables and benches and costumed servers.

Farthing's Ordinary also houses an innkeeper's quarters. The bed is larger and has goose down blankets over the straw mattress and for coverings. A table, covered with a fine rug while not in use, is not rough-hewn and strictly utilitarian, but is nicely carved of fine wood. A wooden cupboard, a prized possession with delicate lines and hand-painted decorations, completes the room. The innkeeper's entire family usually ate and slept in such surroundings.

In early Maryland, small, struggling frontier settlements were slow to acquire public

buildings. But as St. Mary's acquired wealth, a massive brick statehouse replaced the frame public meeting hall built in the 1660s. The recreated 1676 brick version sits about 100 yards from its original location. The true foundation lies beneath a churchyard cemetery that was left undisturbed. Visitors can roam throughout the two-story-plus attic structure. Benches and portraits of Calvert family members give an official air.

Strolling around the statehouse, you're likely to run into George Evelyn, who was appointed commander of the colony in the late 1670s when Lord Baltimore returned to England to settle a dispute with Pennsylvania's William Penn. You can chat with Evelyn about the responsibility that was entrusted to him.

His leadership stint was brief—one day. On the first evening, Evelyn went across the St. Mary's River, became intoxicated and stabbed the tax collector to death. Records don't indicate Evelyn's fate, but today he ambles around the statehouse, talking to all





NICKI CHODNOFF

Tending vegetable garden: Plantation owner Godiah Spray

who will listen. In addition to Evelyn and a host of other interpreters, on summer weekends the statehouse's Assembly Hall is the site of re-enacted trials drawn from colonial records.

Moored along the St. Mary's River is an authentic, working re-creation of a square-

TRAVEL

rigger, the Maryland Dove, named for the supply ship that accompanied the Ark, holding Maryland's first settlers. It represents the typical merchant vessel of the mid-17th century. The original Dove was designed by William A. Baker, of Mayflower II fame. Climbing aboard the full-

scale replica and inspecting the holds beneath deck reveals the austere conditions of seafaring life.

Still in working condition, the Dove hoists her sails and catches bay breezes for sail-training programs and visits to ports-of-call along Chesapeake Bay. Near to where the Dove is docked stands a monument to Maryland's first black settler, sailor Mathias de Sousa.

An authentic recreation of a bark-covered Indian longhouse at Chancellor's Point Natural History area demonstrates Native American life before the arrival of European settlers. This one has been in the making since 1984, with only bone and stone tools used in the construction. These dwellings

continued on page 38

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Coming Soon to the Electronic Mall

Running Down Maryland Roots

The world, as seen through the eyes of genealogists, is just starting to read the long-ignored pages of the Old Line State's annals. "Maryland has been neglected because the emphasis was on New England very early," says Martha Reamy, a Maryland genealogy expert.

"It's been only in the last dozen years that you've been able to find really good books on Maryland, as several publishers have started going back over the records."

Blame the lack of attention on the difficulty of tracing lineages to the area, says Reamy. Many of the early Catholic settlers moved on to neighboring counties and states, abandoning St. Mary's in the early 1690s after Protestants took control of the then-capital. Puritan, Presbyterian and Quaker influences of early America subdued the state's early Catholic history, resulting in the underrated historical significance of Baltimore. "People don't want to say their family's from Baltimore—they'd rather say they're from Boston or New York," says Reamy.

On the other hand, the recent scrutiny can be attributed to the deterioration of post-Civil War records, which contained pulp acid that is now literally eating up the past. "Out west, everything is in a vault rotting and people can work only with copies," says Reamy. "But you can look at documents at the Maryland Historical Society from the 1600s. The paper was so good. Later documents are crumbling to dust, even in the national archives, so now everyone is publishing the early stuff."

Reamy, author of more than a dozen Maryland-specific genealogy books and assistant editor of the *Maryland Genealogical Society Bulletin*, critiques published family histories, general information books on locales and records, and how-to books for Genealogy Forum (GO ROOTS) members. Many of the files are related to Maryland, owing to her own collection's local orientation.

The reviews are intended to unite the one-shot publisher with researching genealogists. "A lot of people who write their family history end up disappointed. There are 500 people in the family, so they think they'll sell 500 copies, which doesn't happen," says Reamy. "They don't realize that there are others who may be distantly related looking for this information."

In addition to Reamy's reviews, the Genealogy Forum's vast resources include specialized genealogical software and new graphics files. Text files feature help for beginners, members' descendant lists, state-by-state library and historical society rundowns, newsletters and government archive information.

The forum's most plentiful resource, however, is its members, who help each other fill in the holes in their pedigrees by poking through phone books or making local library excursions. A sizable contingent of members resides in the Maryland area. Credit a highly computer-literate, government-employed pop-

ulation living in the area, which houses many major research libraries and repositories, says Leslie Jacoby, an 18-year veteran of genealogical pursuits in Parkville, Md.

Computers and online networking capabilities have been a boon to genealogy, allowing forum members to benefit from research assistance and expertise from others in far-away locations.

Jacoby believes she has accomplished as much in her two years on the forum as in the 16 previous years. "There's an unending series of miracles that happen. I wish I'd had it when I was starting out. I wouldn't have gone down so many blind alleys and dead-end streets, or made as many mistakes."

—Christopher J. Galvin

Genealogy Forum Files

Genealogy Forum Manager Dick Eastman recommends SEARCH.TXT in Library 1, "General Information," for genealogical novices. Searching Library 1 with the key word BEGINNER produces a list of files providing additional guidance.

The file GENSOC.MD in Library 8, "Societies and Organizations," lists genealogical societies, libraries and archives in Maryland.

Searching Library 7, "Surnames and Tafels," with the key word MARYLAND provides a few examples of the descendant lists forum members regularly upload.

Martha Reamy recommends the following files in Library 12, "Book Reviews":

The Calvert Papers, Calendar and Guide to the Microfilm Edition. A guide to the earliest documents available on Maryland. File CALVER.RVW.

Memoirs of the Dead, and Tomb's Remembrancer. Tombstone inscriptions and obituaries from all of Maryland prior to 1806. File MOD.RVW.

Maryland and Virginia Colonials: Genealogies of Some Colonial Families. Family lineages including names such as Bacon, Duckett, Jacob and Prather. File COLONI.RVW.

Maryland Calendar of Wills, Vol. 9. Deaths from 1744-49, including deceased's name, county of residence and family members. File MDWILL.RVW.

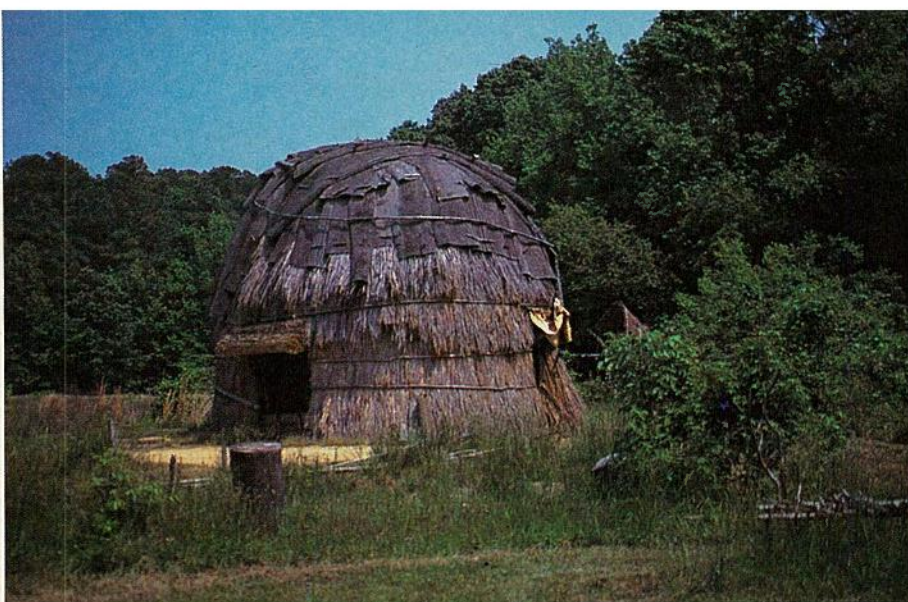
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NICKI CHODNOFF

Built by bone and stone tools: Native American longhouse

continued from page 36

were called longhouses because children, when grown and with families of their own, would add to the original structure for their living quarters, thereby creating "long" houses over the course of several generations.

The packed-mud floor structure is sparsely furnished, as depicted in Jesuit missionary John White's drawings and descriptions from early settlers. Inside, activity is centered on the continuously burning fire.

Sixty-six acres of woodland, fields, marsh gardens, beaches and bluffs along St. Mary's River at Chancellor's Point offer recreation, demonstrations and self-guided walking trails. The area was part of the original 1,200 townland acres of 17th-century "St. Maries City." The Chesapeake Indian Lifeways Center houses exhibits that depict the interaction between people and river over the centuries.

Because St. Mary's City was overlooked early on, it is the only colonial capital in the

United States not significantly disturbed by development or erosion. The city is one of several living history sites that represents the 17th century, while neighboring Williamsburg represents the 18th century. Historically, St. Mary's City ended before Williamsburg even began. And while Williamsburg bustles with streets of lived-in and worked-in buildings, much of the former Maryland capital still waits to see the light of day through excavation.

Before reconstruction began in St. Mary's, 10 years of archaeological work was performed. Thanks to this extensive research, visitors receive an accurate interpretation of the past.

In a never-ending quest for details, archaeologists sift through layers of soil seeking clues to St. Mary's original wooden chapel, built in 1635. Already discovered is the cross-shaped foundation of the Great Brick Chapel of the 1660s. A 1989 ground-penetrating radar survey found an anomaly in the north arm of the chapel—a rectangular image estimated to be four-feet wide, six-to eight-feet long, and buried three to four feet below the surface. Archaeologists have determined the feature to be three lead coffins. Their occupants would likely be some family wealthy enough to pay for the costly coffins and with enough prestige to warrant separate burial, perhaps Philip Calvert, who died in 1682 and half-brother of Lord Baltimore (Cecil), and relatives.

Chapel Field will be the focus of major excavation over the next five years. A technical advisory committee, including representatives of the Catholic Church and nationally recognized scientists, is recommending how best to open the coffins and recover information.

Representatives from NASA, interested in atmospherics, want to learn about the structural integrity of the lead coffins, possibly recovering 17th-century air and comparing it to current air to check on its degradation, the greenhouse effect and other scientific concerns. Forensic expert Clyde Collins Snow, who participated in the research on Custer's last stand, is assisting. DNA experts from the Armed Forces Pathology labs are also part of the scientific team. They want to test soft tissue and bone samples from the bodies to determine if the deceased are related to each other and to today's Calverts.

Chapel Field excavation is of major international significance because it is viewed as the founding site of the English Catholic Church in North America, the first English Jesuit mission in North America, and is representative of Maryland's early religious tolerance. The English Jesuit school at St. Mary's is the forerunner to Georgetown University.

As St. Mary's archaeological program has

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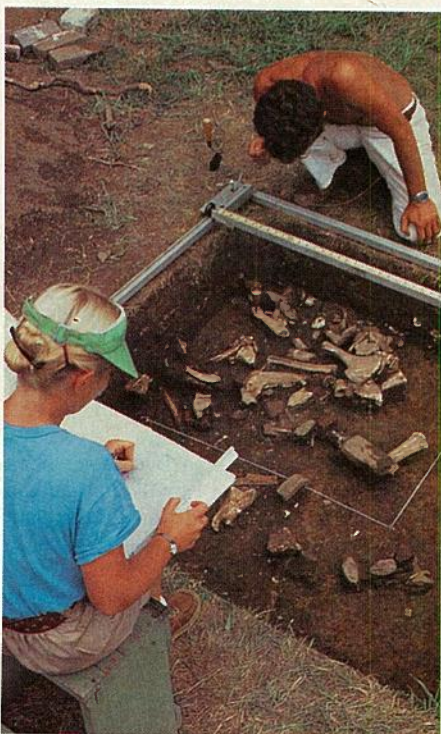
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17th-century life: Hands-on research

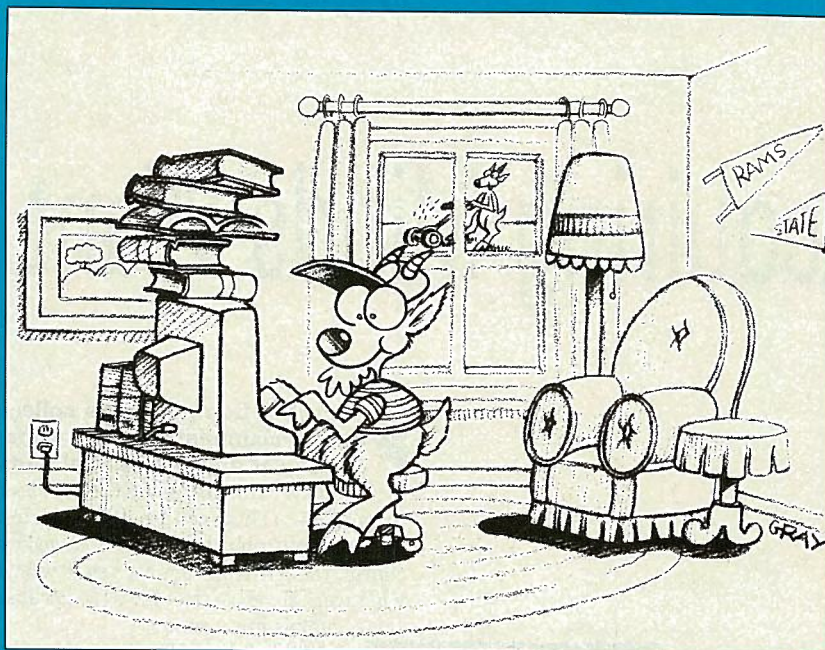
become better known, much of the excavating grunt work is performed by skilled volunteers, including out-of-town archaeologists, Sierra Club groups and interested individuals with basic skills. You can request permission to participate by writing to the director of research (Historic St. Mary's City, P.O. Box 39, St. Mary's City, MD 20686). The general public is welcome to dig during Tidewater Archaeology Weekend, usually the first weekend in August. Participation is "hands on," screening and moving dirt, and looking for artifacts.

Many people come to historic St. Mary's to learn about their personal past. Families who trace ancestors to the St. Mary's port of entry usually make the trek—and there are thousands of them. Among the most interested are the Calverts and van Sweringens.

Your descent through the centuries is best started at the Visitors Center (301/862-0990), where information on the various exhibit areas is available. Reproductions are sold at the gift shop, and the Archaeology Exhibit Hall displays artifacts recovered at St. Mary's.

Townlands exhibits are open late March through November, Wednesday through Sunday from 10 a.m. to 5 p.m. The Visitors Center is open Wednesday through Sunday, 10 a.m. to 5 p.m., except Thanksgiving, Christmas and New Year's days. Admission is \$5 for adults, \$3 for senior citizens and \$2 for children aged 6 to 12. Guided group tours are available at extra cost. Additional tourist information is available from St. Mary's County Chamber of Commerce (301/884-5555). ◀

Nicki Chodnoff is a free-lance writer based in Columbus, Ohio.



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Acquiring Minds Want to Know

► **Those in CompuServe's collective who accumulate music, wine or whatever are making real finds.**

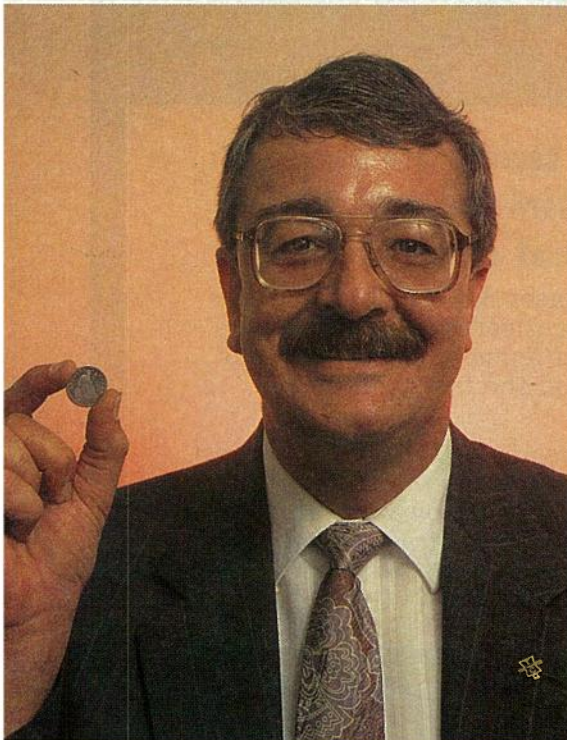
If you ever run into Jeff Kwiecien, be sure to ask him to show you his 1853 quarter.

The well-rubbed coin isn't a good-luck charm, though Kwiecien carries it with him wherever he goes. He likes it because it makes him think.

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Visiting the Computer Compilers



Collecting a feel for the past: Kwiecien

"Why? It is 100 years older than I am," says Kwiecien, an assistant sysop of CompuServe's Collectibles Forum (GO COLLECT). "It gives me a feeling for the past, as well as a sense of the future."

Meet a CompuServe member, find a collector, it seems. Just about everyone collects something, and some people say they became serious collectors before they even knew they were doing so.

"I collect guns, old cars, records and music, Indian pottery, antiques and dust bunnies," says Sheldon Belinkoff, a record and gun collector from California. "Lots of folks say they're not collectors, but then they take a look around and notice that they have 10 of these, 20 of those and so on."

Like his fellow online collectors, Belinkoff trolls the system seeking information about hard-to-find items for his collections. For example, online contacts helped Belinkoff locate a rare Buddy Holly album.

"I went to the Collectibles Forum, where I gathered a list of record stores (file RECSTO.TXT in Library 14, "Music Collectibles") that specialize in locating hard-to-find and out-of-print albums. On my second call, I was able to locate a sealed copy of the album I was looking for."

Belinkoff, who visits many forums on CompuServe, says he has met fellow collectors and found collection-building help just about everywhere. For example, he has found gun collectors in unexpected places, such as Cooks Online, where he finds recipes ... and got a lead to an old Colt pistol for his collection.

CompuServe makes it easy to meet fellow collectors from all over the world to talk about trades or sales,

says Scott Sanders, a baseball card collector who visits the Collectibles Forum several times a day to catch hot offers. He recently bought a 1951 Topps Red Back Yogi Berra card online ("It's a card I really enjoy!") and nabbed a 1959 Berra and Don Larsen pair, commemorating Larsen's perfect game in that year's World Series.

Chicagoan Carolyn Andre, who collects books, music, Fiesta dishes and turn-of-the-century stereopticon slides, says she checks Collectibles Forum messages at least three times a week to make contacts with dealers and traders. She also harvested the home addresses of music celebrities from Phone*File and mailed them autograph requests. She plans to set up Executive News Service files to keep tabs on the artists in her music collection.

Dan Martin, a professor of public administration who collects rare books in his field of interest and also runs Books From X to Z, a mail-order old-book business, recalls how online expertise saved him hundreds of dollars: "A customer wanted a first printing of Tom Clancy's *Hunt for Red October*," he says. He found one through the mail, but something about it didn't look quite right, so rather than mail it to the customer, Martin opened a discussion in the Collectibles Forum's Books section.

After a quick exchange of messages, Martin learned that he had a valueless book-club edition, not the rare first printing. "I was saved from buying a \$5 book for \$500 and trying to sell it for \$600," he says.

Many of CompuServe's most ardent collectors turn up, sooner or later, in the Collectibles Forum, where they chat about their collections and find fellow enthusiasts ready to trade just about anything, from a rare coin or stamp to a baseball card ... and that's just among the "normal" collections.

"We've got a man who collects samples of dirt from different countries, and another who collects dirt from baseball fields," says Susan Wilson, a Los Angeles-area landscape contractor who is leader of the forum's "Other Collectibles" Section.

"The dirt collectors may be the oddest, but we have a man who collects ashtrays in the shape of tires—yes, tires—and he has several hundred of them. There's a woman who hunts down old abandoned gas stations and takes the globes off the pumps. Someone who collects nothing but lava lamps (in colors) ...

a man who collects only the jokers from playing cards ... and a woman who collects penguins in any form, including bed sheets."

What prompts these otherwise ordinary folks to spend their time, energy and sometimes money to build and pamper their prized collections? The answers are as different as the people themselves.

"I am a collector, dedicated and serious, and most would say, obsessed," acknowledges Michael McDowell, author and screenwriter (whose credits you may have noticed at the end of the film *Beetlejuice*). My basic attitude is, 'Why have just one of something, when 500 will do?'"

McDowell's doctoral dissertation on death in America between 1825 and 1865 led him to collect death-related artifacts: death announcements, death certificates, undertakers' records, coffin plates, telegrams and tear-stained postcards. It's a hobby that some might call maudlin, even morbid, if it weren't so intriguing.

McDowell also collects 19th-century children's books; old hand-cut wooden jigsaw puzzles; playing cards; books about spiritualists, spiritualism and phrenology (the art of determining personality by analyzing the bumps on a person's head); wanted posters; and memorabilia about atrocities and executions. "God is in the details, and you don't

understand the real splendor of anything until you have a lot of them in one place," McDowell says.

That's probably as good a reason as any to explain why humans have been saving oddities and everyday things since the beginning of history. "There is evidence that people collected items in prehistoric times," says Collectibles Forum Manager Dave Cunningham, who operates a collectors' store, The Advanced Collector, in Stamford, Conn.

The thrill of the hunt is a big part of the collecting hobby for autograph collectors, according to Matthew Mrowicki, a student in computer and information science at the New Jersey Institute of Technology who's been collecting autographs since 1980. "It is a challenge ... and we like to think that we are preserving history and keeping a record of the times we live in and the past."

Perhaps unexpectedly, most online collectors say they are drawn to their hobbies out of interest and not for the possibility of cash investment value. "The money side need not be so important, and certainly is overplayed," says Dick Sine, editorial director at Scott Publishing Co., a leading philatelic publisher in the United States. "One can have a whole lot of fun without spending much."

While some collectors begin their lifelong

hobbies with stamps or coins in childhood, others were drawn to new fields of interest as adults.

Bill Hamilton, executive vice president and chief financial officer of California's Chalone Wine Group, says his job in the wine industry prompted him to start collecting fine wine about six years ago. When his collection reached several hundred bottles, he literally dug out a wine cellar—by hand—under his San Francisco-area home.

Hamilton estimates that his collection would be worth \$30,000 on the market. But, like most wine enthusiasts on the Bacchus Wine Forum (GO WINEFORUM), the winery executive doesn't collect wine to make money or to gaze at old, dusty bottles. When his fine wines are mature, he and his family and friends enjoy them with dinner.

Several years ago, Hamilton put together his love for wine and his affection for his Macintosh computer in the form of a HyperCard program, CellarKeeper (file CKV4.SIT, in Library 6, "Cellars/Cellaring"), which keeps track of winery information, tasting notes and the bottles in a wine lover's cellar.

While CompuServe's wine fanciers watch over their liquid assets, the denizens of Cooks Online (GO COOKS) seem to collect almost everything under the sun.

Easy to Assemble: Collectibles Forum Files

The Collectibles Forum's libraries contain many useful text files for beginning and advanced collectors. Here are some recommendations from Sysop Dave Cunningham and other active forum members. To reach the forum, GO COLLECT.

Handy tutorial—For beginning stamp collectors, written by the editorial director of Scott Publications, the philatelic publisher. File PHLINT.EXE in Library 1, "General Information."

Working demonstration of Stamp Collector's Database—Files SCDB-1.ZIP, SCDB-2.ZIP and SCDB-3.ZIP in Library 2, "US Stamps."

Coin collector's database program—File COIN30.ARC in Library 4, "US Coins."

Database for sports card collectors—File CARDS.COM in Library 6, "Baseball Cards Etc."

Memorabilia database program—File MEMCAT.ZIP in Library 7, "Other Collectibles."

Library 7 also contains many files related to specific collectibles, including JOE.TXT, a look at G.I. Joe collectibles; BEER.TXT, a short introduction to beer-can collecting; RADIO.TXT, information for antique-radio collectors; PEN-PRI.ASC, a guide to grading and pricing antique fountain pens; NEWS01.91, NEWS02.91 and NEWS03.91, Errol Ostertaa's files on antique newspapers; and DEALER.800, a list of toll-free telephone numbers for hobby dealers.

Directory of antiquarian booksellers—File BKDLRS.TXT in Library 10, "Book Collecting."

Library 11, "Autographs," includes many files containing lists of names and addresses of prominent people who have been willing to sign autographs on request by mail.

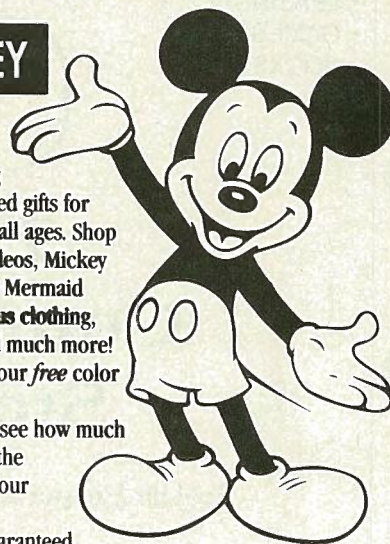
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It's no surprise that many of the online cooks specialize in food-related collections. Colorado resident Michael Aichlmayr collects coffee cups; Oregonian Mary Hochberg collects beer-can openers from throughout the United States; and Sysop Jenee Burns is a cheesecake collector who has gathered—and cooked—literally hundreds of cheesecake recipes since 1964, when she was a student at Emory University.

"When we ran out of money and food, a friend who worked at a Kraft plant would supply us with cream cheese for weeks at a time, and this led to a search for new ways to fix it," Burns explains. One day, she noticed a recipe on the cheese box, prepared "the Original Cream Cheesecake," and the rest is history.

The Desserts library in Cooks Online now boasts scores of Burns's favorite recipes, for

dessert cheesecakes, appetizer cheesecakes, even main-dish cheesecakes—and the Original Cream Cheesecake is among them, of course. Since her love for cheesecakes is widely known, Burns gets an average of 50 or more new recipes a year from forum contributors.

Cookbook collectors use Cooks Online to share news of new books and rare, out-of-print volumes, as well as to talk about the favorite recipes they find in them. Forum member Nanette Blanchard buys any new cookbook that fellow member Judy Gruhn recommends, "because I think we have the same taste in cookbooks."

Without CompuServe, Blanchard says, it would be difficult for her to pursue her hobby from a small town in an isolated part of the Rockies. "I really want to know something about a cookbook before I order it in the mail," she says, "and I appreciate seeing sample recipes posted here from new cookbooks."

Aichlmayr, who collects cookbooks as well as coffee cups, haunts yard sales and used-bookstores to build his collection, which now numbers about 200, including some rarities from the 1920s that he got from his father. "I am sort of a pack rat at heart," he says.

Aichlmayr often receives new cups for his collection from friends online, who also keep him informed about unusual cups in various places they visit. "I am keeping a list so I can get them when I visit, even if it requires a mad zigzagging concourse run during a short layover to see if they are in any of the airport gift shops," he says.

Other collectors relate similar stories about how CompuServe has made their hobbies easier to maintain. Hamilton praises the Wine Forum's tasting notes (archived weekly in Library 2, "Tasting Notes"), in which members share their impressions of available wines and keep each other informed about bargain bottlings and cellar-worthy vintages.

Autograph collector Robert McCarty pointed out that the Collectibles Forum's "CompuServe Autograph Collectors Club" boosts the success rate of collectors who request autographs from celebrities and sports figures by mail. The library contains frequently updated lists of the names and addresses of famous people who have been cooperative with collectors' requests for their signatures.

Adds McDowell, "It seems to me that there are two ways of dealing with an obsession: You can go to a psychiatrist and try to get rid of it, or you can indulge it as often as possible. In fact, you can spend all that money you saved on the psychiatrist buying US Army issue light bulbs, illustrated books on turtles or tattoos, or, in my case, dashboard ornaments from hearses, paperweights shaped like coffins and photographs of mediums on vacation in the country." ◀

Robin Garr, a writer who lives in New York, is associate sysop of the Bacchus Wine Forum.

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Reviews Online

Following are summaries of hardware and software reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO command listed after each review summary.

For additional *CompuServe Magazine/Online Today* reviews published during the past two years and illustrations of reviewed products, refer to the key-word-searchable buyer's guides in Libraries 5 and 6 of the OLT Forum (GO OLTFORUM). Use Section 5 of the OLT Forum message board for discussion and questions about the reviews and related products.

Hardware

Double Macintosh Disk Space

DoubleUp File Compression (Sigma Designs) is a combination of a hardware board for Macintosh Nubus systems and software that can effectively double the amount of data you can store on your hard disk. It also can be used to compress files for archiving on floppy disks and for creating self-extracting archives. Reviewer Anthony Watkins says DoubleUp's compression is fast and the resulting files are smaller than those created by other Macintosh compression programs. For more information, visit the Desktop Publishing Vendors Forum (GO DTPVENDOR). To read the review, GO OLT-3885.

Software

DOS 5 Is a Big Hit

MS-DOS 5.0 (Microsoft Corp.), a new version of the operating system for IBM computers, features an improved DOS shell, the ability to swap from one running program to another, online help, an improved text editor, a much-improved version of BASIC, and the ability to give users much more room in RAM for applications, memory-resident programs and network drivers. Reviewer Harry Green says this version does not fix everything DOS users have been asking for, but it appears to be bug-free and is a huge improvement over earlier versions. For information and discussions on the system, visit the MS-DOS 5.0 Forum (GO MS-DOS). To read the review, GO OLT-3895.

Desktop Publishing in Windows

Legacy (NBI), a desktop publishing package and a word processor in a single program, runs under Windows 3.0 and includes excellent documentation, the ability to import data from a wide variety of DOS-based programs, and strong graphics and layout capabilities. Reviewer Christy Brothers rated the program high on its desktop

publishing capabilities but lower as a word processor. She recommends the program most to those who already use one of the word processors that can export text to Legacy for final publishing. For more information, visit the Windows Third-Party Applications B Forum (GO WINAPB). To read the review, GO OLT-3905.

Stock Market Analysis

Metastock-Professional 2.5 (Equis International) is a technical analysis tool for investors and professional investment counselors. It features a large number of analysis tools, the ability (with add-on software) to download technical data from CompuServe and other services and a windowing user interface. Reviewer William J. Lynott says Metastock-Professional may not be quite as powerful as packages costing 10 to 25 times more, but that it makes high-quality, professional, technical analysis available to all investors who want it. For discussions on the program, visit the Investors' Forum (GO INVFORUM). To read the review, GO OLT-3910.

Hollywood Is a Star!

Hollywood (IBM) is a presentation graphics program that runs under Windows 3.0. The program features page templates, an outliner with spelling checker, a data manager, and the ability to generate dozens of types of charts and graphics. Reviewer Hardin Brothers says the only real drawback to Hollywood is that, because it is fun and easy to use, you may never finish experimenting with your presentations. But when you do, he says, you'll have the most impressive presentations that a computer can create. For more information, visit the IBM Desktop Software Forum (GO IBMDESK). To read the review, GO OLT-3915.

More QuickKeys for the Macintosh

QuickKeys 2.1 is an upgrade of CE Software's popular program for Macintosh computers. This program now has several System 7 features built in, including the ability to send AppleEvents to applications running on your computer or other computers on the same network. Part of the program, CE Toolbox 1.6, is available for downloading on CompuServe. Reviewer Anthony Watkins says this version of QuickKeys is a first indication of the excellent software, and software components, that will make full use of Apple's System 7 operating system. For more information, visit the Macintosh A Vendors Forum (GO MACAVEN). To read the review, GO OLT-3925.

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Ellen M. Hancock,
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Capture and Convert Screen Images

Hijaak 2.02 (Inset Systems) can capture text and graphics screen images for IBM computer screens. The captures can be performed in both DOS-based and Windows-based programs. Hijaak also can convert pictures to and from a large variety of popular file formats. Reviewer William J. Lynott says this new version again establishes Hijaak's place as the premier image-capture and conversion utility. He also says the new user interface, improved capture programs and larger range of support file formats make upgrading from earlier versions a necessity for all serious users. To read the review, *GO OLT-3935*.

Computerized Rolodex Files

Rolodex Live! 2.0 (DacEasy Inc.) is a computerized version of a standard office Rolodex file. It can store up to 65,000 entries and searches on last names, organization, city, state, ZIP code and key words. Besides standard information, each entry can have an additional 1,400 characters of notes. A memory-resident auto-dialer is included with the program. Reviewer Franklyn Jones says Rolodex Live! is easy to use and well-designed, but not significantly better than dozens of other low-end database programs. He recommends the program only to those who have a specific need for a computerized Rolodex clone. For more information, visit the PC Vendor Forum B (GO PCVENB). To read the review, *GO OLT-3955*.

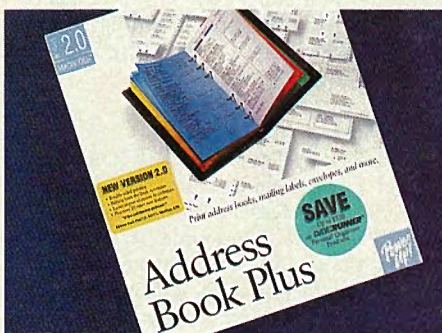
Free-form Information Manager

Info Select 2.0 (Micro Logic) is a memory-resident information manager for IBM computers. It lets users record whatever information they want in "stacks" or groups of windows, and later scroll or search through the stacks to retrieve information. It includes an auto-dialer, appointment management, and import and export capabilities, and retains information in whatever format you wish in each window of each stack. Reviewer Christy Brothers says the program is ideal for those who have a lot of miscellaneous information to work with, and those who want to stop putting sticky notes on every vertical surface around their desks. To read the review, *GO OLT-3965*.

Managing Contacts

Maximizer 2.1 (Richmond Technologies & Software) is a contact-management program for IBM computers. The program is organized around a set of "lists" that it creates from your database of contacts. It features pop-up menus, a full memo writer with spell-checking, a simple accounting system and an auto-dialer. Reviewer William J. Lynott says the program requires

some time to learn, but that it is an excellent value and one of the best contact-management programs available. To read the review, *GO OLT-3975*.



Addresses and More

Address Book Plus 2.0 (Power Up Software Corp.) is a Macintosh program that can manage and print pages for address books, rotary file cards, mailing labels and envelopes. The program also includes a phone dialer and can prepare data files for mail-merging, using the company's Letter Writer Plus software. According to reviewer Anthony Watkins, Address Book Plus is flexible enough to be a complete personal database, and extremely easy to learn and use. To read the review, *GO OLT-3945*.

DataPerfect Relational Database

DataPerfect 2.2 (WordPerfect Corp.), a relational database manager for IBM computers, features simplified methods of defining data file relations and a report writer. Reviewer Franklyn Jones found the program powerful and useful. However, he says its reliance on function keys for many operations will please users of WordPerfect word processing software, but frustrate those who prefer a mouse-and-menu user interface. For more information, visit the WordPerfect Support Group Forum B (GO WPSGB). To read the review, *GO OLT-3985*.

Project Management for Windows

On Target (Symantec Corp) is a project-management program that runs under Windows 3.0. According to reviewer Christy Brothers, this program is easier to learn and use than many project managers, but does less work automatically. She found it suitable for managing small projects and work groups, but awkward for unusual situations. She appreciated its library of starter templates for building personal work schedules, and found that the program would be useful in many small businesses. For information on the program, visit the Symantec Applications Forum (GO SYMFORUM). To read the review, *GO OLT-3995*.

Details, Disclaimers & Legal Stuff

All entries are eligible to win a grand prize of
\$1,000 in connect-time.

1. The entry form for this contest is one of the following:
 - a) a printed business card, designed by you, on which you have included your CompuServe Mail address. The owner of this business card will receive an entry award of \$10 in connect-time.
 - b) your regular, everyday business card which you have artistically modified to include your CompuServe Mail address (you crafty thing). The owner of this card will receive an entry award of \$10 in connect-time.
 - c) your printed business card on which you've simply handwritten your CompuServe Mail address. This is for those one or two CompuServe members who have no imagination, but who would like to win a prize. The owner of this business card will receive a **measly** \$1 in connect-time as an entry award.
2. One entry per person, even if you have more than one job. Entry must consist of a business card, or 3" x 5" card (or whatever size you choose—we aren't keen on these pica-yune details), and must bear the CompuServe Mail address of the person named on the card.
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 - b) the most professional looking card—\$1,000 in connect-time;
 - c) the most interesting card—\$1,000 in connect-time;
 - d) the card bearing a name we happen to like—\$500 in connect-time;
 - e) all professionally printed business cards bearing a professionally printed CompuServe Mail address—\$10 in connect-time per entrant;
 - f) all professionally printed business cards artistically modified to include a CompuServe Mail address—\$10 in connect-time per entrant;
 - g) all professionally printed business cards bearing a simple, handwritten CompuServe Mail address—\$1 in connect-time per entrant;
 - h) additional categories as determined by our panel of judges—whatever's left over.
4. Prizes must be accepted as awarded. No transfers or substitutions will be permitted. It's our contest, and we can run it any way we choose!
5. Entrants **MUST** be residents of planet **Earth** over 18 Earth years old, who are CompuServe members in good standing.
6. CompuServe associates, their immediate families, suppliers, or agencies are not eligible for prizes. They get enough from us already. (Actually, we suspect most of our employees were disqualified in Rule 5.)
7. Entries must be received by January 10, 1992, if you know what's good for you. This contest ends December 31, 1991 unless we decide to hold it longer.
8. For complete contest details, GO CARDCONTEST. The rules are very boring, though, and hardly worth the trouble.
9. This contest, like a lot of fun things, is void where prohibited by law. If there's anything illegal about this contest, we're terribly sorry. Our lawyers were too darned busy to approve the rules.
10. Cheaters will be **FLOGGED**.

For additional details, GO CARDCONTEST.

Win FREE time on CompuServe when you put your CompuServe Mail® address on your business card.

That's right! Even someone as unlucky as you could win **\$1000** in free connect-time on CompuServe's information and communications network. That's because we're giving away thousands of CompuServe hours to well-connected people (like yourself) who send us a sample of their business card. Not just any old sample, mind you. But a sample that you've designed.

TO ENTER just take your usual, basic, boring business card (probably designed by a basic, boring person), and use it to create the card of your wildest dreams. Remember to include your CompuServe Mail address on it. Better yet, why not print up a few thousand of your own, original design? And send us one of those. That way, you'll not only impress the heck out of us and (possibly) win all sorts of **free** time on your favorite information service, you'll make yourself more accessible to the hundreds of thousands of CompuServe members worldwide.

After we've received zillions of cards from our zillions and jillions of members, our panel of purely subjective judges will award free time to the most original, the classiest, and the most professional. Why, you might even win free time if we just happen to like your name. Or if we think it's silly...and feel sorry for you. You know what?

Do A Number On Your Card.

We've even decided to give away a few bucks of free connect-time to everybody who sends in a card with their CompuServe Mail address on it. Call us generous, or call us crazy. That's just the kind of folks we are. So quit dawdling! Send us that card as quick as you can and

we'll start **Prizes!** doling out the Remember, it's got to have been designed by irreplaceable you.

And it's got to have your CompuServe Mail address on it.

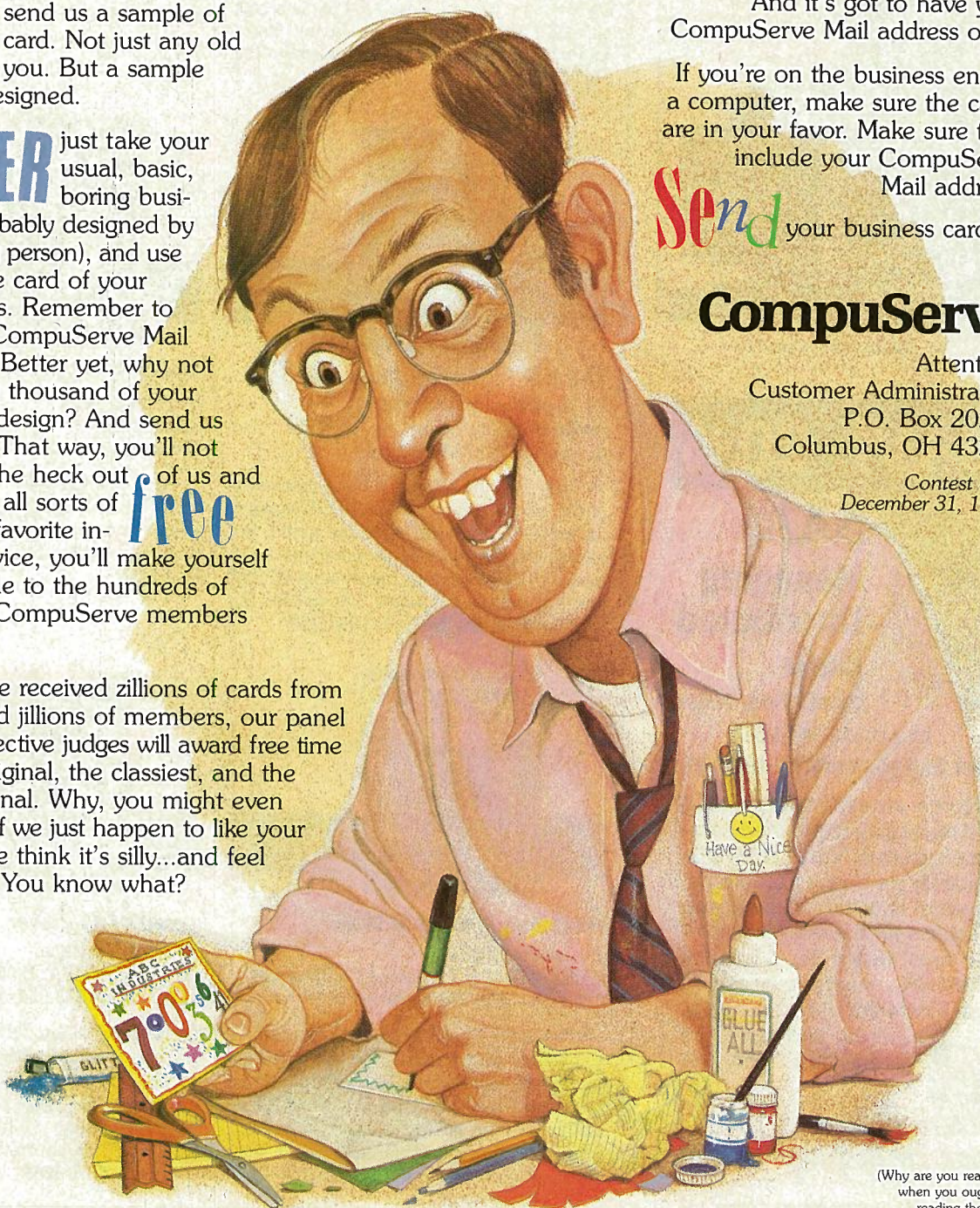
If you're on the business end of a computer, make sure the cards are in your favor. Make sure they include your CompuServe Mail address.

Send your business card to:

CompuServe®

Attention:
Customer Administration
P.O. Box 20212
Columbus, OH 43220

Contest ends
December 31, 1991.



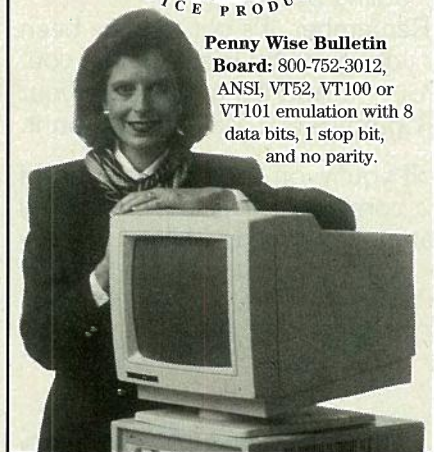
(Why are you reading this when you ought to be reading the Rules?)

TYPE "GO PW"

"If you want to pay high prices for office supplies, that's your business. If you want to pay low prices, that's my business!"

1-800-942-3311

PENNY-WISE



Penny Wise Bulletin Board: 800-752-3012, ANSI, VT52, VT100 or VT101 emulation with 8 data bits, 1 stop bit, and no parity.

GO OLI for more information.

SAVE 20%



SAA Managing Distributed Data

by Micheal Killen

List price \$44.95

Save \$9 if you order by 10/31/91

Become an expert at building and managing distributed database systems. You'll solve distributed database problems, develop specific policies and practices for managing corporate data, learn to efficiently utilize PC image processing and knowledge-based data-



bases, and more! To order, just type **GO MH!**

McGraw-Hill

Computer Book-of-the-Month

GO OLI for more information.

Book Reviews

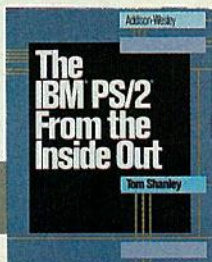
Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO command following each book review summary.

The QuarkXPress Book

By David Blatner and Keith Stimely
Peachpit Press, 1991

534 pages, \$24.95 (softcover)

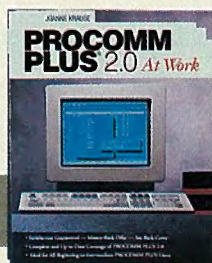
Great desktop publishers are made, not born. Reviewer John Edwards says this book offers tips and techniques that can turn ordinary desktop publishing documents into eye-catching masterpieces. *GO OLT-5210*



The IBM PS/2 From the Inside Out

By Tom Shanley
Addison-Wesley Publishing Co., 1991
612 pages, \$24.95 (softcover)

This no-frills, nuts-and-bolts discussion of the innerworkings of IBM's PS/2 series is an excellent technical reference guide. Reviewer Franklyn Jones recommends it for hardware engineers, technical support staff and technical sales people, but not for the average business user. *GO OLT-5220*



ProComm Plus 2.0 at Work

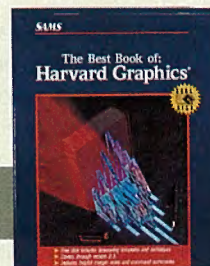
By Joanne Krause
Addison-Wesley Publishing Co. Inc., 1991
436 pages, \$19.95 (softcover)

ProComm Plus 2.0 has reached a level of complexity that requires the thorough and patient explanation readers will find in this book, says reviewer Paul A. Gilster. Especially useful for novices is a section on basic program operations explained through sample communication sessions. *GO OLT-5230*

WordStar in a Day

By David H. Rothman
Windcrest, 1991
320 pages, \$19.95 (softcover)

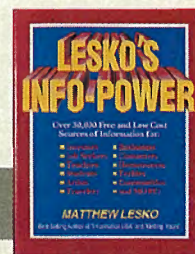
New WordStar users who want a relatively quick and painless introduction to one of the standard programs of word processing should turn to this well-written, useful book. Reviewer Brian D. Monahan calls it an effective tool for learning WordStar, although he warns it might take more than a day. *GO OLT-5240*



The Best Book of Harvard Graphics

By John Mueller
Sams, 1991
427 pages, \$24.95 (softcover)

Although this may not be the "best" book on Harvard Graphics, reviewer William J. Lynott says it is a well-written, thorough guide that will not disappoint readers. *GO OLT-5250*



Lesko's Info-Power

By Matthew Lesko
Information USA, 1990
1,092 pages, \$33.95 (softcover)

Reviewer John Edwards calls this "the mother of all sourcebooks," at more than 1,000 pages packed with data gems for just about anyone. CompuServe members can use the online. Information USA (GO INFOUSA) as an up-to-the-minute supplement. *GO OLT-5260*

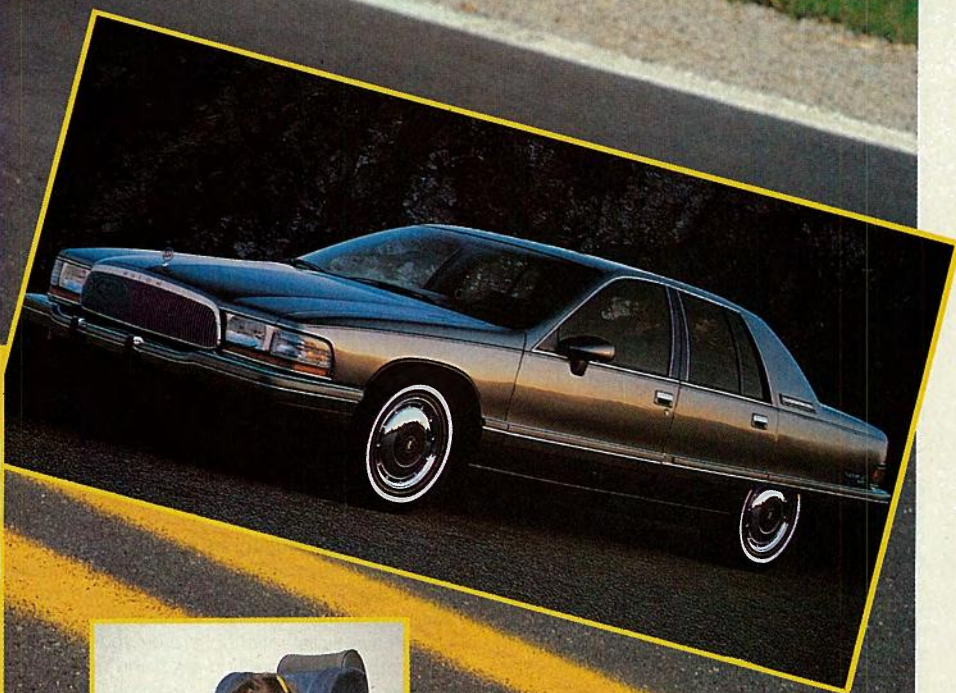
Shop The Electronic Mall®
Connect-Free Every Day

Win Weekly Prizes in
Your Number's Up!

Shop for Your Next Car at
The Mall's Auto Department

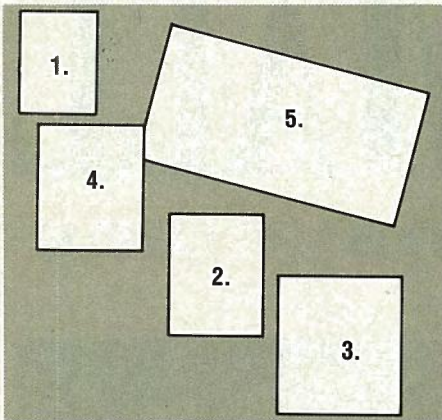
GO MALL

SHOPPERS' GUIDE



*the
open
road*

Cruise on in for connect-free shopping.



This fall, take to the open road with The Electronic Mall. Check out the new 1992 line-ups from Buick and Ford. Price used or classic cars at Autoquot-R and Auto Information Center. Shop for accessories, safety devices, hard-to-find parts and repair tools, all online. GO MALL

1. Jumper Cable Set

These heavy, 16-foot, 4-gauge copper cables feature copper-plated steel jaws that connect to any battery terminal. The cables deliver a charge up to 400 amps. In cold weather, they stay flexible in temperatures to -62°F.

From Sears. GO SEARS
\$19.90

2. Children's Car Seat Safety Booster

Specifically designed so that a car's three-point safety belt fits properly across your child's chest and pelvis, this booster seat also provides your child with an unobstructed view of the passing scenery. Meets all applicable federal motor vehicle safety standards.

From Hammacher Schlemmer. GO HS
\$109.95

3. Automobile Trash Stash

Made of durable nylon and backed with waterproof vinyl, this handy trash stash seals in garbage and holds liquids without leakage. Available in black, gray or tan.

From Sharon Luggage & Gifts. GO SL
\$12.95

4. Audi, Mercedes-Benz and Porsche Accessory Catalogs

These **free** catalogs are chock-full of accessories for most makes and models. Among the items offered are car covers, carpets, sunroof wind visors, keychains, non-slip coffee mugs and more.

From Price Motor Cars. GO PRC

5. The New 1992 Buick Roadmaster

Everything you'd expect from a luxury car for far less than you'd expect. The Roadmaster's standard features include full-size comfort and big V8 power, anti-lock brakes and a driver-side air bag. Complete specifications online. Request a **free** color brochure, too.

From Buick Magazine. GO BU



Win weekly bonus prizes in Your Number's Up!

Each week, one lucky winner will be awarded a special bonus prize in addition to the prize he or she selects from the Prize Showcase. Here's a look at upcoming bonus prizes:

- Monday, Sept. 30, special bonus prize: **\$500** software library, compliments of The Programmer's Shop.
- Monday, Oct. 7, special bonus prize: Southwestern Bell cordless telephone, a **\$179** value, compliments of Discount Shopping Inc.
- Monday, Oct. 14, special bonus prize: solid oak pendulum clock, a **\$160** value, compliments of Ford Motor Co. You'll find complete bonus-prize descriptions online.

Win a \$1,000 CompuServe usage credit, too!

Your Number's Up! is still going strong. Enter anytime, now through Oct. 13, and you could win one of hundreds of exciting prizes offered by Electronic Mall merchants. Best of all, everyone who enters is entered automatically in the grand-prize drawing on Oct. 27 for a \$1,000 CompuServe usage credit! Imagine what you would do with \$1,000 in CompuServe connect time ... explore your favorite forums for hours ... play trivia games or play the stock market ... check out the latest sports scores ... the possibilities are endless! To enter Your Number's Up!, GO MALL and complete the official electronic entry form. Complete details and rules online.

Win a free auto-quote at Autoquot-R.

Autoquot-R is celebrating its fourth year online with CompuServe. Stop by for your chance to win one of 50 **free** Auto-quotes and find out why thousands of satisfied customers make Autoquot-R their first stop when buying a new or used car. With a report from Autoquot-R, you could save substantial dollars on your next car purchase. Reports are available on all new 1991 models and on all makes and models of used cars from 1971 to 1990. Orders placed 9 a.m. to 7 p.m. EST will be delivered via CompuServe Mail within four hours of Autoquot-R receiving them. For your chance to win a **free** report on the new or used car of your choice, complete Autoquot-R's short online questionnaire. Every week for five weeks, 10 lucky winners will be selected at random. Complete details online. GO AQ

Shop The Mall connect-free every day.

Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse any of more than 100 stores, including Shoppers Advantage Club, at your leisure 365 days a year, without paying standard connect-time charges. (Applicable communications surcharges remain in effect.) For connect-free shopping around the clock, GO MALL.

Request a free catalog of Ford and Lincoln-Mercury accessories.

Once you've purchased a Ford car or truck or a new Mercury or Lincoln, you may want to get some of those special items that make your vehicle look or operate even better. Now you can request a handy **free** catalog of some of the most popular items online. The catalog features photos, descriptions, part numbers and current prices for Ford quality-guaranteed accessories, such as roof and truck racks, keyless-entry remote controls, car covers, splash guards and wheel-cover locks. Items are delivered to your local dealer. Request your **free** catalog today.

From Ford Motor Co. GO FMC



Order accessories online. GO FMC

A. Shop The Computer Store for savings on MS-DOS products.

Make The Computer Store your one-stop source for MS-DOS hardware, software and peripherals. Desktop systems from Hyundai, SIREX and AST are showcased online. Also select from competitively priced clones. Consider, for example, a 386 33MHz system, featuring 2MB RAM, a 85MB hard drive and a 14-inch super VGA monitor for only **\$1,895!** For portability, The Computer Store carries the latest in notebooks from Texas Instruments, Sharp and AST. Also deeply discounted online, are peripherals, such as monitors, memory boards and modems. At The Computer Store, you can upgrade to 2400 baud with a Hayes-compatible, internal modem for only **\$69.95**. Find a wide range of software, including hard-to-find titles. If you don't see what you are looking for, contact The Computer Store's customer service desk. Also request two **free** software catalogs.

The Computer Store is also your source for cutting-edge products. Showcased items include a new Canon XAPSHOT Still Video Computer Imaging Kit (A) and Fischer Techniques PC-compatible kits. You can build everything from scanners to robots. For savings on MS-DOS products and the latest in new products, GO TCS.

B. VitalStats saves drivers time and money.

Attention drivers! VitalStats can save you time, money and headaches when applying for auto insurance, or investigating a hit-and-run accident. VitalStats, which primarily services the auto insurance industry, now puts you in the driver's seat! This new service provides vital information directly from the Department of Motor Vehicles in 44 states.

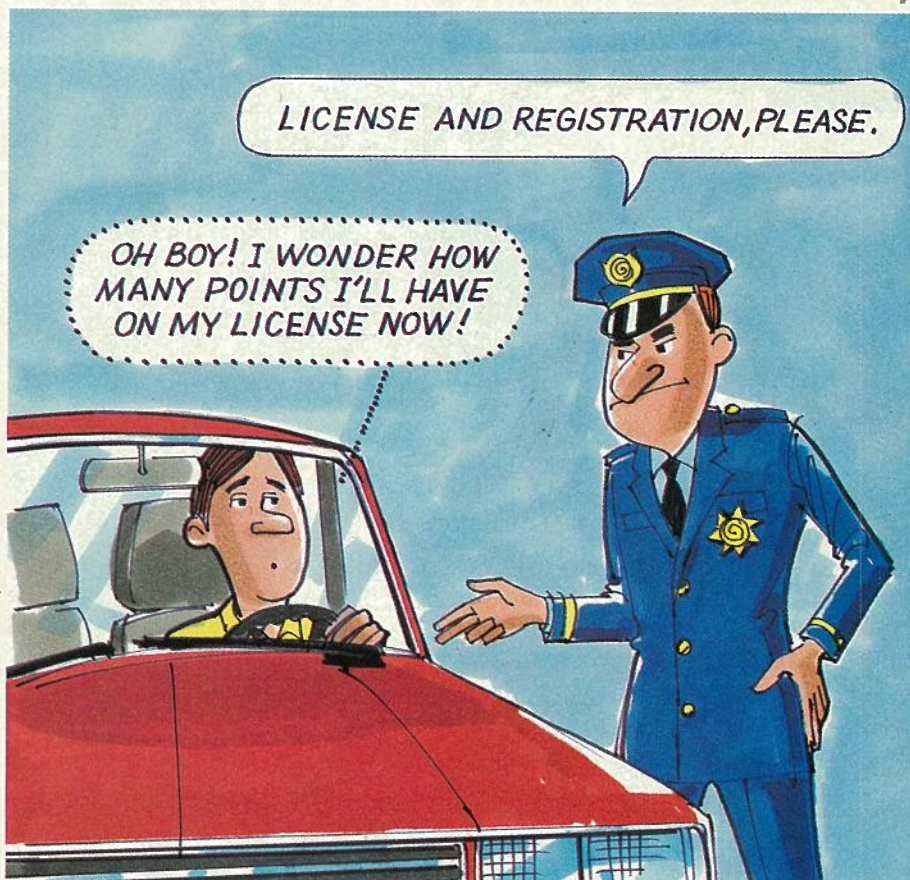
Through VitalStats, licensed drivers can order a copy of their motor vehicle record before applying for a new insurance policy. Find out exactly how many moving violations you have on record. Check to see which offenses have been rolled off your records. See if you are on your city's scofflaw list as a result of neglected parking tickets. Armed with this information, you could save potentially hundreds of dollars in insurance premiums, not to mention countless red-tape headaches. Residents of New York can opt to receive reports electronically—usually within four hours of ordering. Those licensed in other states receive hard-copy reports within three working days. The cost of reports varies in each state. In New York, for example, the charge is \$9.95 per report. Only a licensed driver or immediate family member can order a report. You can check on the driving record of a teenage son or daughter. Receive notification of any moving violations he or she has incurred, including DWI.

For certain states, additional information also can be ordered online. New York residents who have the license plate number of another vehicle involved in a hit-and-run or fender bender, can track down the perpetrator, enabling you to press charges or pursue a claim in unprecedented time!

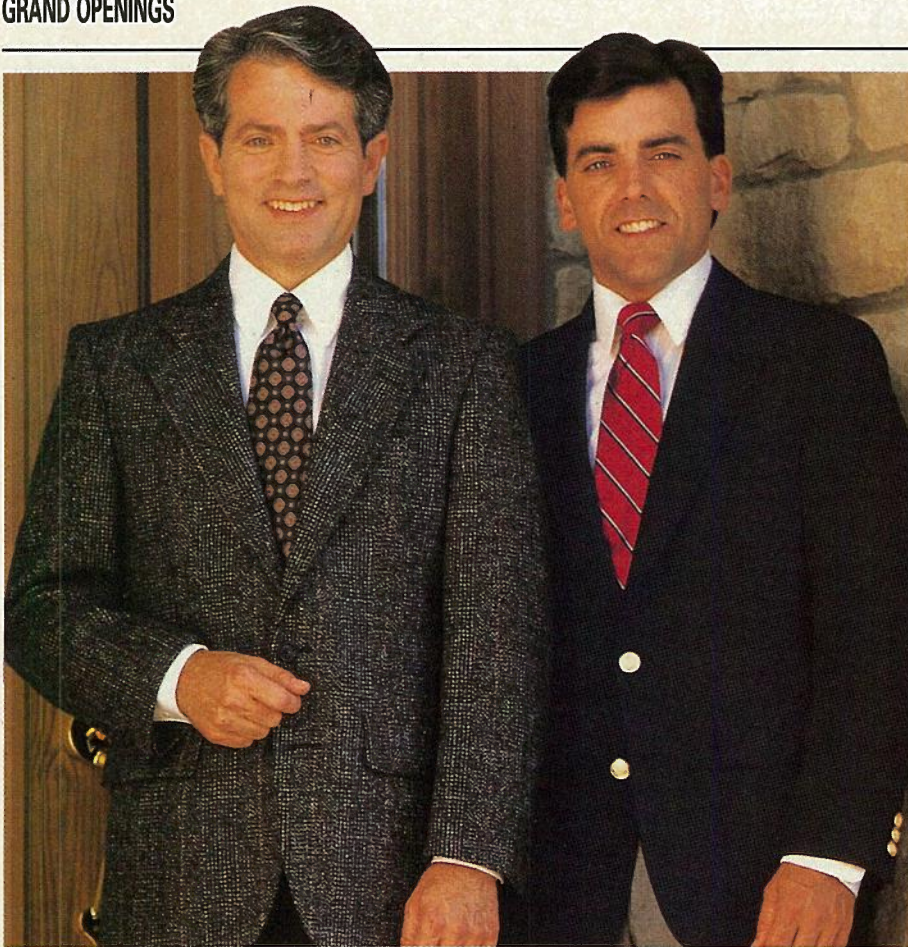
For driving records and much more, GO VS.



A



B



A. Short Sizes Inc. fits men under 5'8".

Bob Stern, the 5'2" president of Short Sizes Inc. says 18% of American men are under 5'8". According to Stern, it's quite chic to be short, thanks to the feminist movement and prominent stars, such as 5'4" Michael J. Fox, L.A. Law's 5'5" Michael Tucker and 5'7" Billy Joel. Short Sizes Inc. offers America's largest selection of fashionable apparel, designed and proportioned exclusively for the shorter gentleman. Size ranges include short, extra short, portly short and portly extra short from sizes 34-50 in suits, sport coats and blazers. Also featured are dress and sport shirts with 30", 31" and 32" sleeves; short-rise slacks; and properly proportioned sportswear. Quality national brands at reasonable prices are emphasized. Short Sizes ships anywhere in the world.

Online, Short Sizes showcases suits, sportcoats and blazers by John Weitz and Hart Schaffner & Marx, rainwear by Oleg Cassini, dress shirts by Gitman and Trafalger Park, slacks by Asher and Jaymar and sportswear by Harris Casuals, L. Etienne and Cotton Supply. Even shoes by Freeman and French Shriner are available in short sizes. Shoppers also can request a **free** copy of Short Sizes' color catalog. Browse the catalog offline and return online to place your order. New customers are requested to complete a permanent measurement file to ensure proper sizing. Take an additional 5% off the net amount of all merchandise purchased online through Oct. 31. For high fashion in short sizes, GO SS.

A



B. Mission Control Software offers super savings, superior service.

Shop Mission Control Software for the newest releases of software and accessories for the IBM and Amiga. Mission Control offers same-day shipping, competitive prices and a wide selection of popular and hard-to-find titles. Select adventure, simulations, arcade, productivity and education software. Mission Control has it all.

Online great deals include:

Pacioli 2000™ accounting software rated a "best buy" by PC World. Includes a **free** payroll and video tutorial offer. **\$34.95.**

Flight Stick with Falcon from CH Products for **\$49.95.**

Ad Lib sound card for **\$79.**

Fax MODEM 2400/9600-baud send-and-receive by AMT for **\$99.95.**

Check out Mission Control's monthly specials and bargain-basement section, too. Plus, sign up for a **free** subscription to Mission Control's *Communique*, a quarterly newsletter, featuring new products, reviews and more for personal computer enthusiasts.

Get a free Electronic Arts T-shirt with purchase. To celebrate its online grand opening, Mission Control is giving away **free** Electronic Arts T-shirts to the first 500 customers who place orders of Electronics Arts and affiliated titles, totaling over \$75. Select from Chuck Yeager's *Air Combat*, Mario Andretti's *Racing Challenge*, *Medieval Lords and Conflict: Middle East* by Strategic Simulations and others. To save on software and accessories, GO MCS.

B

A. Save 14% on the Eastpak® Backpack.

This sturdy backpack is constructed of water-proof Cordura nylon. Combining fashion and function, it features a full-grain leather bottom, full padded back, adjustable padded shoulder straps, quick-release waist strap and top carrying handle. Available in black, navy and royal. **Free** monogram, too! From Sharon Luggage and Gifts. GO SL

Regular price: \$43

\$37.50

Type 99 after any merchant's GO command and zip to a list of their pictured products.

B. Save over \$200 on Bel-Tronics radar detector.

This microprocessor-controlled radar detector offers visual and multipitch alarms of X- and K-band signals. Features include computerized analysis of incoming signals, false-signal filter, front speaker, radar signal discrimination, local/long-range switch and microprocessor indicator. Automatic two-year warranty. Only members may order. Not a member? Sign up online today.

From Shoppers Advantage Club. GO SAC

List price: \$259.95

SAC member's low price:

\$39

C. Save \$20 on the Auto Office.

Rubbermaid's Auto Office Seat Desk System combines all the functions of a desk into a compact traveling office organizer. The system offers a stable writing surface, deep-storage bin, storage space for hanging folders and files and separate compartments for pens and pencils. Measures 9 $\frac{3}{16}$ " high x 21" deep x 14 $\frac{1}{4}$ " wide.

From Penny Wise Office Supplies. GO PW

List price: \$79.95

\$59.95

Get an almost-free CD.

Steal this Disc 3. This **almost-free** CD includes 23 new cuts from a variety of artists, including Nils Lofgren, Jerry Jeff Walker, Frank Zappa, Evan Johns and His H-Bombs, David Bowie, Devo and others. **Free!** You pay only \$3.95 for postage and handling.

From Bose Express Music. GO BEM

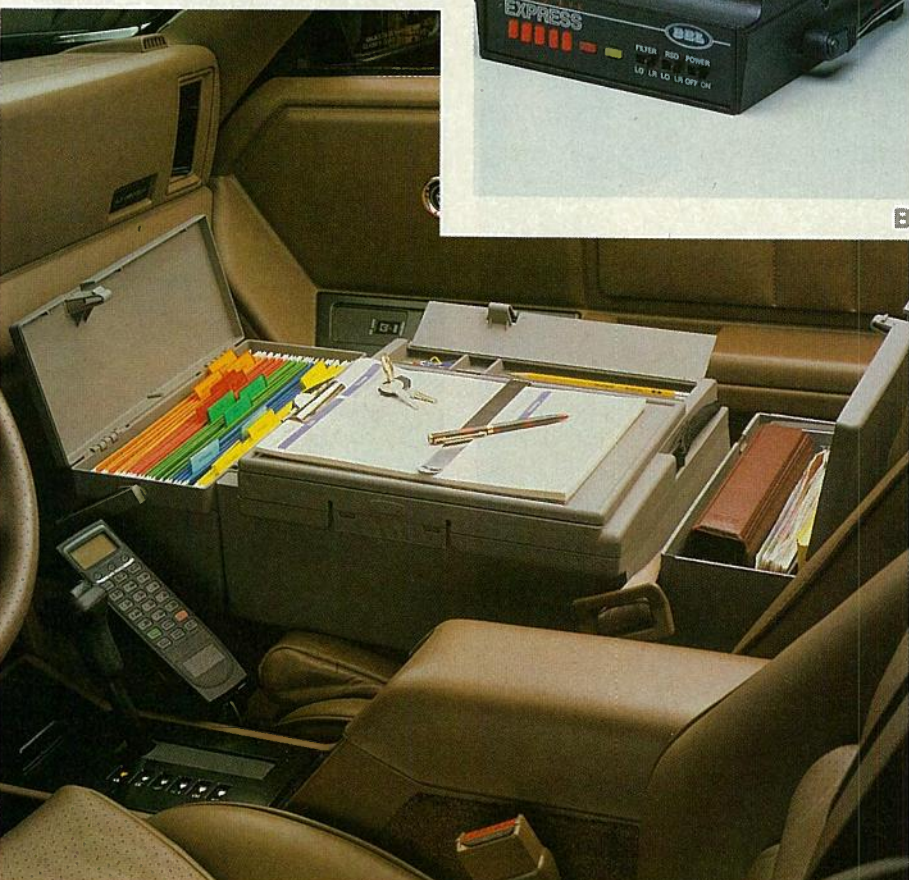
Save over \$10 on your next new car purchase with Cars software.

Get the software that automobile dealers hoped you'd never see. *Cars, The Intelligent Buyer's Guide*, lets you objectively preview every make and model of this year's current crop before you go to the showroom. You specify up to 25 features, pick a price range, style and any desired options, such as fuel capacity and safety options. The software compiles a list of the makes and models that best suit your needs. From Lifestyles.

From Computer Express. GO CE

List price: \$39.95

\$27.97

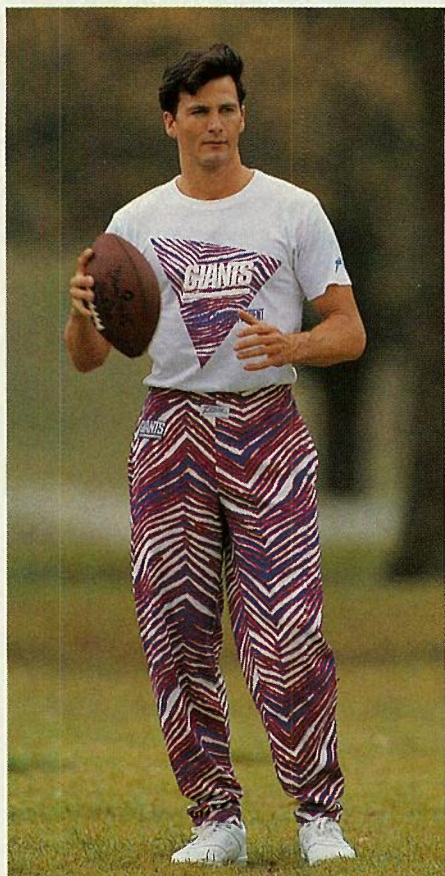




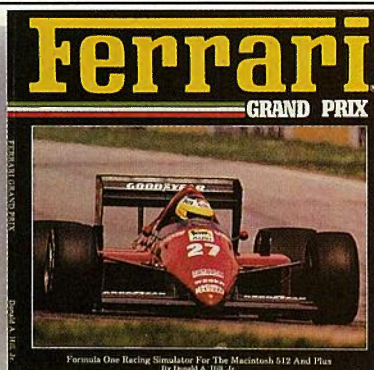
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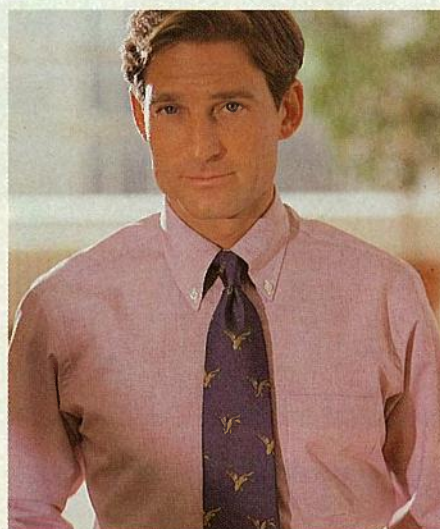


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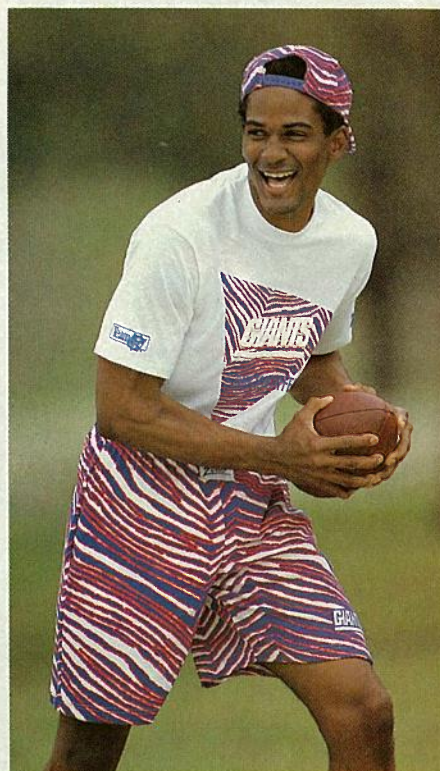


GO MW99

B



D



F

A. Don't get taken buying or selling a used or classic car.

Don't get taken by a slick dealer. First, learn what that car is *really* worth by ordering a Used Car Valuation Report. Each report costs only **\$5.95** and is delivered within 24 hours via CompuServe Mail.

Auto Information Center offers Collector Car Valuation Reports, too, featuring current market prices based on condition for most foreign and domestic collector cars from 1946–1972. Only **\$14.95** each. Order any two valuation reports and get a **free** copy of the *Used Car Buyer's Guide*!

From Auto Information Center. GO AI

B. Experience the thrill of Formula One racing with Ferrari Grand Prix 1.6 from Bullseye.

Boot up *Ferrari Grand Prix 1.6*, squeeze into the cockpit of a Formula One racer, start your engine and get set to test your skill, concentration and nerve. Drive a few practice races to get the feel of accelerating and breaking before you start competing. Complete with spectacular sound and graphics.

From MacWarehouse. GO MW
\$31

Type 99 after any merchant's GO command and zip to a list of their pictured products.

C. Save 50% or more on auto magazines.

Publishers Clearing House offers 15 specialty publications at up to 50% or more off cover prices. Enjoy the convenience of subscribing online, plus super savings.

From Publishers Clearing House. GO PUB
\$11.95 for 12 issues of *Automobile*
\$8.97 for 12 issues of *Motorcyclist*
\$11.97 for 12 issues of *Car & Driver*
\$9.97 for 12 issues of *Road & Track*

D. Surefire synergy in 100% imported Egyptian cotton broadcloth

Combine the versatility of the classic button-down with mini graph checks and add the silky sheen of Egyptian cotton broadcloth. The result is a casually handsome shirt, sure to be of lasting value to your wardrobe. It features a generous cut, extra-long shirt tails and a 3 3/8" collar, styled for the perfect roll. Made in the USA. Available in blue or burgundy.

From Paul Fredrick Shirts. GO PFS
32.50 for sizes 14 1/2 to 17 1/2, sleeves 32 to 36
35.50 for sizes 16 to 18 1/2, sleeves 34 to 37
\$5 for cuff monograms

E. F. Announce your favorite NFL team with Zubaz® sportswear.

For football fans everywhere, Zubaz® offers a selection of NFL logo sportswear, including baggy-fit pants, shorts, 100% cotton jersey T-shirts and caps, featuring your favorite NFL team name, its logo and team colors. Available teams include Cowboys, Giants, Redskins, Broncos, Bears, Dolphins, Raiders, Eagles, Vikings, 49ers and Browns.

From JCPenney. GO JCP
\$34 for baggy-fit pants
\$32 for shorts
\$14 for T-shirt
\$13 for adjustable cap

A. Keep warm patriotically this winter.

From the Union Jack of 1776 to today's Old Glory, this handsome History of the Flag blanket traces the design evolution of the Stars and Stripes over the years. Woven with three layers of luxurious 100% cotton yarn, the blanket depicts each flag and the date it was used. The blanket measures 46" x 70". Text describing the design progression of the American flag is included.

From Museum of Fine Arts, Boston. GO FA \$78

Museum member's price: \$70.20



A

B. Get a portable drill sharpener for only \$55.

With its interchangeable wheels, this portable drill sharpener will grind steel twist and carbide masonry bits from 1/8" to 1/2" and lip-cutting angles between 80° and 130°. The first station of the jig locks the bit at the correct depth. Rotating the bit holder on the cam in the second station automatically produces the correct tip geometry. The sharpener can be powered by any pistol-grip electric drill and comes in a fitted plastic case. Detailed instructions and a grinding wheel dressing stone are included. Hobbyists can request a **free** 224-page catalog online, too.

From Garrett Wade Woodworking Tools & Supplies. GO GW

\$55 for drill sharpener

\$8.95 for replacement stone (white or green)

\$7.25 for replacement collet set

Type 99 after any merchant's GO command and zip to a list of their pictured products.



GO GW99

B

C. Shape Up with the Ross Futura ergometer dual-action bike.

Called "top-rated" in the November 1990 *Consumer Reports'* review of exercise bikes, the Ross Futura has a unique patented free-wheeling system that allows for independent upper- and lower-body workouts. The extra-long seat post and wide-cushioned seat are adjustable for maximum comfort. Electronic readouts include lapsed time, distance traveled, speed, calories consumed, scan and a pulse monitor with ear-lobe clip. Backed by a lifetime in-home warranty on the bike and one-year warranty on electronic components. Price includes delivery anywhere in the continental United States.

From Push Pedal Pull Fitness. GO PPP **\$699**



C

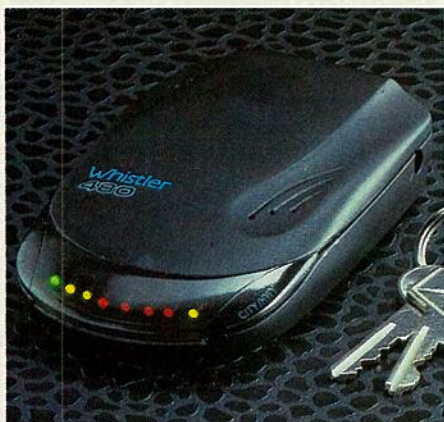
D. Check out the new 1992 Ford Taurus.

The 1992 models have arrived at your Ford and Lincoln-Mercury Electronic Showrooms. The 1992 Ford Taurus is making its debut. This year's Taurus is the result of continuous improvements to a proven successful design. The outside is more sleek than last year with a lower coefficient of drag. The interior, too, is more contemporary and its ergonomics provide greater comfort for the driver and passengers. Read about many of the 1992 Taurus changes in the Feature Vehicle section of the Ford Electronic Showroom. Learn why Ford Taurus is one of the most successful automobiles in history.

From Ford Electronic Showroom. GO FORD



D



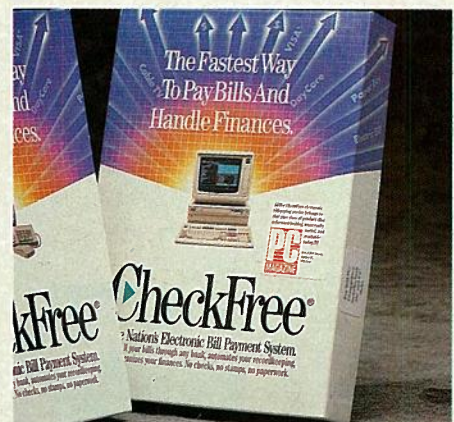
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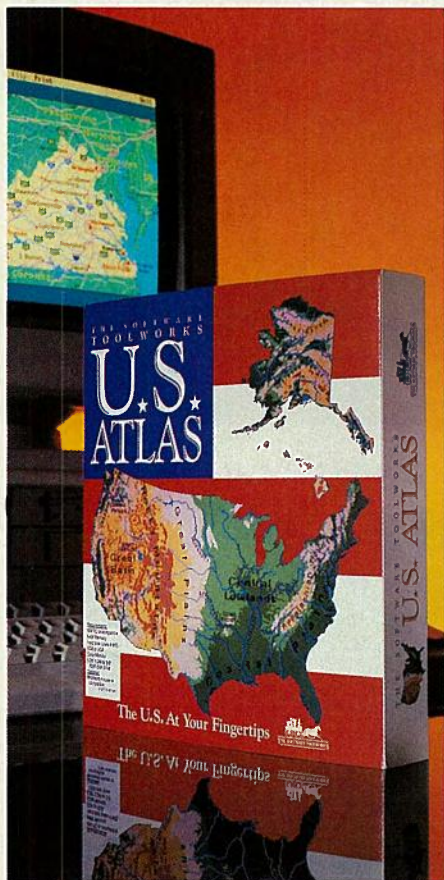
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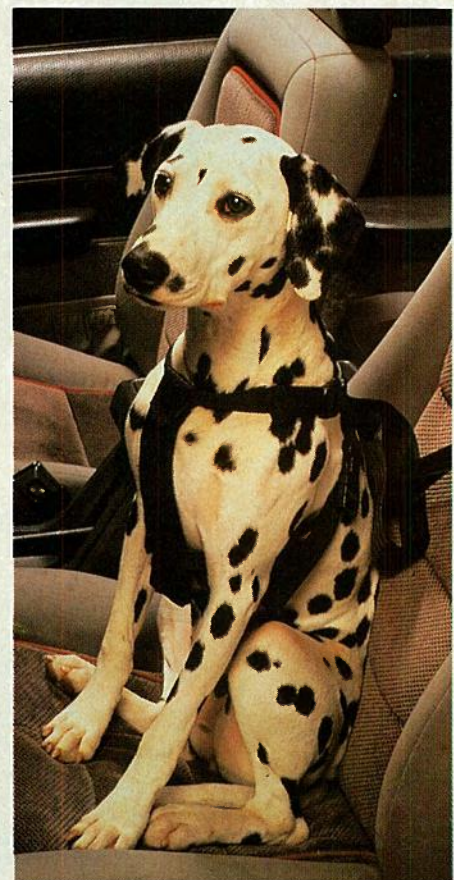
C



D



E



F

A. Keep your speed in check with The Whistler 480 radar detector.

This sleek, compact Eurodesign case has a 5-segment LED display and sounds a different audio alarm when monitoring X and K bands. Other features include volume control, mute switch and 6' coil cord.

From Sears. GO SEARS
\$89

B. Monitor your house when away.

With the House Sitter, checking on the status of your primary residence or your vacation home is as easy as making a phone call! You can call the House Sitter from anywhere in the world to hear a voice report, telling you the status of the AC electric power and room temperature. If something goes wrong, the House Sitter will call you at your office, a neighbor's home or on your car phone. Program up to four numbers. The unit connects to any standard phone jack.

From The Heath Co. GO HTH
\$169.95

C. Sharpen your communications skills.

Whether you are using a modem, UNIX, a network or direct personal computer-to-computer connection, one of these books will guide you every step of the way:

\$24.95 for *Using Carbon Copy Plus* from Que

\$24.95 for *Using ProComm Plus* from Que

\$29.95 for *Waite Group's UNIX Communications* from Sams

From WaldenCOMPUTERbooks. GO WB

D. Pay bills painlessly with CheckFree DOS 3.0.

The latest DOS 3.0 version incorporates many new features, including a two-way electronic mail system for customer support, mouse and hot key support and a totally redesigned, easy-to-use interface. Price includes software, subscription kit, plus one month of service.

From CheckFree. GO CF
\$29.95

E. Discover America with the US Atlas from Software Toolworks.

This *US Atlas* brings a wealth of information about America to your computer screen. Includes high-resolution color reference maps of all 50 states plus Washington, D.C. Additional maps show elevations, population distribution, highways and major geographical features.

From MicroWarehouse. GO MCW
\$45

F. Protect your pet with the Easy Rider.

Give your pet the same protection that you do yourself with the Easy Rider car harness. The harness works with the existing seat belt to keep your dog from being thrown and injured in the event of sudden stops or traffic accidents. The harness also enables you to leave the windows open without fear of having your dog jump out.

From PetWorks. GO PT
\$15.99

PetWorks Club price: \$13.59

A. Learn who runs academia in *Peterson's Register of Higher Education 1991*.

This newly updated edition of *The Register* profiles every American post-secondary institution and lists the top administrative and academic personnel at each one—with their title, fax and phone number or office extension. A full complement of indexes and appendixes makes this the most complete directory of who's who in higher education.

From Peterson's Educational Guides. GO PX
\$39.95

Type 99 after any merchant's GO command and zip to a list of their pictured products.

B. Save 45% on *STUNTS* software.

STUNTS puts you behind the wheel of one of 11 exotic cars on a track filled with loops, corkscrews, pipes, jumps and other stunts. Along with the Countach, Ferrari GTO and Carrera, you can take a spin in the hot, new Acura NSX. Check out the Corvette ZR-1, the Porsche March Indy and 962 and the Jaguar IMSA. Or get a load of the Lamborghini LM-002 with its monster 4-wheel drive. Features include six racing opponents with unique strengths and weaknesses, track editor to create your own track and four different camera angles. IBM only.

From Broderbund Software. GO BB

List price: \$49.95
\$27.48

**TRICK OR TREAT:
HALLOWEEN CORNER**

C. Halloween madness at Direct Micro

Halloween banner paper, orange and black diskettes, black ribbons and a black lava mouse mat are all on sale at Direct Micro this October. Take \$2 off all banner paper. Buy six ribbons and get one **free**. Buy 90 diskettes and get 10 **free**. Save \$2 on designer mouse mats. Shop the complete sale online. Many other available colors also on sale.

From Direct Micro. GO DM

D. Make your child a Halloween hero.

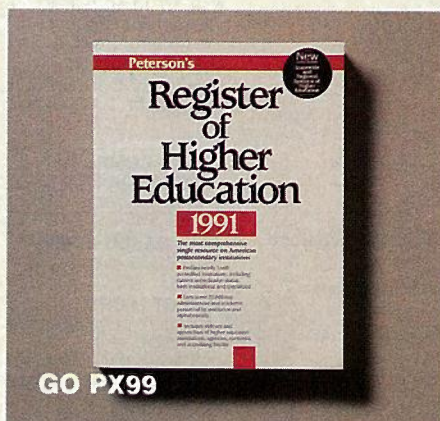
Treat your child to a personalized Halloween adventure with *Lights Out For Ghosts*, a delightful book in which your child is the hero or heroine! Something is slithering under the bed and hiding in the closet. Your child calls for help and the real Ghostbusters arrive to zap the bad ghouls and green blobs. The trick to making this book your child's favorite? His or her name appears throughout!

From Create-A-Book. GO CK
\$19.95

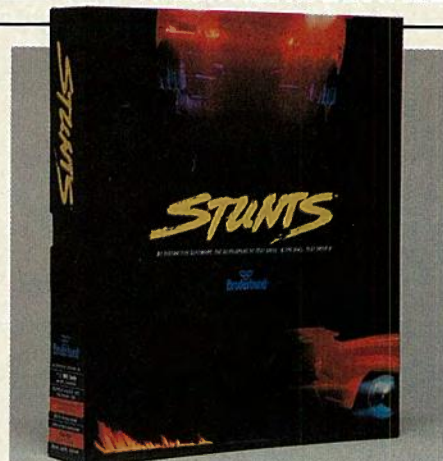
E. Order scrumptious Halloween M&M cookies from Gimmee Jimmy's.

This Halloween, treat your favorite ghosts and goblins to Halloween M&M chocolate-chip cookies. Decorated with brown, orange and yellow M&Ms, these delicious cookies are chock-full of chocolate chips and contain only the finest, fresh ingredients.

From Gimmee Jimmy's Cookies. GO GIM
\$24 for large tin (about 36 cookies)
\$19 for regular tin (about 24 cookies)



GO PX99

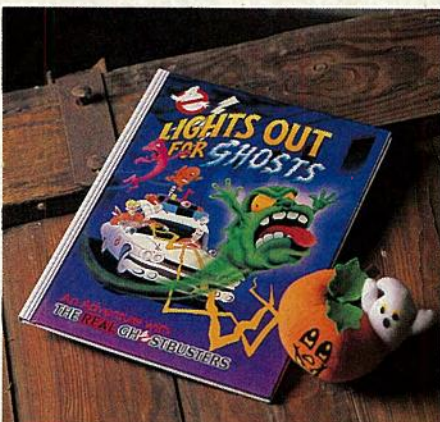


A

B



C



D



E

The Electronic Mall Directory is designed to assist you with information about each of our merchants. All entries contain three lines as follows:

Merchant Name [GO Command]
Description of products/services
Billing options Countries served

An example entry would look like this:

ABC NOVELTY STORE [ABC]
Books, knick-knacks, collectibles.
VI/MC/AM/CSH US/CD/JP/OT

You may visit the ABC NOVELTY STORE by using the quick reference word (GO ABC) at any CompuServe Information Service ! prompt.

Billing options codes indicate the methods of payment the merchant accepts as follows:

VI – VISA	SC – Merchant's own store card
MC – MasterCard	COD – COD
AM – American Express	CSH – Cash, check, money order
DI – Diners Club	DB – Direct bill
DIS – Discover Card	NA – No billing applies (Advertiser only)

Country codes indicate the countries the merchant is able to ship to as follows:

US – United States	JP – Japan
CD – Canada	OT – Other foreign countries

Catalog options for merchants offering catalogs are indicated by the following codes.

- Offers free print catalog.
- * Denotes electronic order form for use with print catalog.
- Credits cost of print catalog toward purchase.
- † Denotes new merchant.

A

AIR FRANCE [AF] ■
Information on tours, sights and scenes.
VI/MC US/CD

ALAMO RENT A CAR [AL]
Information on rates, benefits, locations.
NA US/OT

AMERICAN EXPRESS [AE]
Travelers cheques and gift cheques.
AM US/CD/JP/OT

AMERICANA CLOTHING [AC]
Levi jeans and casual wear, Docker slacks.
VI/MC/AM/CSH US/CD/JP/OT

APPAREL CONCEPTS FOR MEN [AP]
Distinctive fashions for men.
MC/VI US

AUTOMOBILE INFORMATION CENTER [AI]
Wholesale/retail prices from 1978.
VI/MC US/CD

AUTOQUOTE-R [AQ]
Vehicle price quotation service.
VI/MC/AM US

B

BARNES & NOBLE [BN] ■
Discount books, videos, CDs and gifts.
VI/MC/AM/DI/CSH US/CD/JP/OT

BERKSHIRE RECORD OUTLET [RO]
An international array of classical music at a discount.
VI/MC US/CD/JP/OT

BOAT XPRESS [BX]
Nationwide boat merchandizing program.
VI/MC US

BOSE EXPRESS MUSIC [BEM] **
More than 5,000 new and classic compact discs.
VI/MC/AM/CSH US/CA/JP/OT

BOSTON COMPUTER EXCHANGE [BCE]
Largest worldwide computer brokerage.
VI/MC US/CD/JP/OT

BOYD'S OFFICE SUPPLIES [BO] ■ *
Supplies and teacher aids.
VI/MC US/CD

BRETON HARBOR BASKET CO. [BH]
Gift baskets, gourmet foods, bath and skin-care products.
VI/MC US/CD/JP/OT

BRODERBUND Software [BB]
Computer software/games.
VI/MC US

BROOKS BROTHERS [BR] ■ *
Fine men's and ladies' apparel and accessories.
VI/MC/AM/DI/SC US/CD/JP/OT

BUICK MAGAZINE [BU] ■
Free car information software.
NA NA

C

CAMELOT LONDON COLLECTION LINGERIE [CLC]
Alluring lingerie, swimwear and dresses.
VI/MC/CSH US/CD

THE CD CLUB [CD] *
Compact disc ordering club.
DB US

CDA COMPUTER SALES [CDA] ■ *
Hardware, printers and accessories.
VI/MC/AM/DI/CSH US/CD/JP/OT

CHECKFREE CORP. [CF]
Electronic banking and bill payment service.
VI/MC/AM US

CHEF'S CATALOG, THE [CC] ■ *
Gourmet cookware and kitchen accessories.
VI/MC/AM/DI US

COFFEE ANYONE ??? [COF]
Original computer coffeehouse, gifts.
VI/MC/AM US/CD/JP/OT

COMPUSERVE STORE [ORDER]
Merchandise, literature and software.

COMPUTER EXPRESS [CE] *
PC software, hardware, accessories.
VI/MC US/CD/JP/OT

COMPUTER SHOPPER [CS]
Computer product bargains and information magazine.
VI/MC/DB US/CD

THE COMPUTER STORE [TCS] † • *
Hardware, software and peripherals for IBM and MS-DOS systems.
VI/MC/AM/DI US

CONTACT LENS SUPPLY [CL]
Fast delivery of replacement lenses and more.
VI/MC/CSH US

COURT PHARMACY, THE [RX]
Full-service pharmacy and gift shop.
VI/MC/AM/DI/DI/SC US/CD/JP/OT

CREATE-A-BOOK [CK]
Fun books that make your child a star.
VI/MC/AM US/CD/JP/OT

D

DALCO COMPUTER ACCESSORIES [DA] ■ *
PC components and supplies.
VI/MC/DI/SC US/CD/JP/OT

DATA BASED ADVISOR [DB]
Database assistance.
VI/MC US/CD/OT

DIRECT MICRO [DM] *
Discount computer disks and supplies.
VI/MC/COD US/CD

DISCOUNT MUSIC SUPPLY [DMS] ■ *
Guitar effects and accessories.
VI/MC/COD US/CD/JP/OT

DOW JONES & CO. [DJ]
Business and financial periodicals.
VI/MC/AM US/CD

DREYFUS CORP. [DR]
Mutual funds and investment information.
VI US

E

EXECUTIVE STAMPER [EX] ■ *
Rubber stamps, engraved gifts.
VI/MC/AM/DI/DI/SC US/CD/JP/OT

F

FLORIDA FRUIT SHIPPERS [FFS] ■
Oranges, grapefruit and tropical fruits.
VI/MC/AM/DI/SC US/CD/JP/OT

FLOWER STOP [FS] ■
Flower and gift delivery service.
VI/MC/AM/DI/DI/SC US

FORD ELECTRONIC SHOWROOM [FORD] ■
Ford cars and trucks.
NA US/CD

FORD MOTOR CO. [FMC] ■
Software, videos, accessories.
VI/MC US/CD

G

GARRETT WADE WOODWORKING TOOLS & SUPPLIES [GW] ■ *
Woodworking tools and supplies for the hobbyist or professional.
VI/MC/DI/AM/CSH US/CD/JP/OT

GIMMEE JIMMY'S COOKIES [GIM]
Gourmet cookies, custom orders.
VI/MC/AM/DI/SC US/CD/JP/OT

A GUIDE TO INCORPORATING [INC]
Nationwide incorporating service.
NA US

H

H&R BLOCK [HRB]
The income tax people.
NA US

HAMMACHER SCHLEMMER [HS] ■ *
Gifts, unique and unusual products.
VI/MC/AM/DI US/CD/JP/OT

HAWAII GENERAL STORE [HI]
Gifts from the 50th state.
VI/MC US

HEATH COMPANY, THE [HTH] ■ *
Home security and automation.
VI/MC/AM/SC US/CD

HOME TECH DEPOT [HT]
Computer hardware, software and accessories.
VI/MC/COD US/CD/JP/OT

J

JCPENNEY [JCP] • *
Apparel, furnishings, electronics.
VI/MC/AM/SC US

L

LAPTOPS INFINITY [LI] *
Laptop computers and accessories.
VI/MC/AM/CSH US/CD/JP/OT

LASER'S EDGE, THE [LE]
Your one-stop laser video store.
VI/MC/DI/SC US/CD/JP/OT

LINCOLN ELECTRONIC SHOWROOM [LM] ■ *
Continental, Town Car and Mark VII.
NA US/CD

M

MACFRIENDS [MF] ■ *
Macintosh hardware and products.
VI/MC/AM/DI/SC US/CD/JP/OT

MACUSER [MC]
Save 58 percent and receive free gift.
VI/MC/DB US/CD

MACWAREHOUSE [MW] ■ *
Macintosh hardware, software and equipment.
VI/MC/COD US/CD/JP/OT

MARYMAC INDUSTRIES [MM]
Official Radio Shack dealer.
VI/MC/AM/DI/SC US/CD/JP

MAX ULE DISCOUNT BROKERAGE [TKR]
Brokerage and financial information retrieval.
CSH US/JP/OT

MCGRAW-HILL BOOK CO. [MH] ■ *
Business, finance and computer books.
VI/MC US/CD/JP

MENTOR TECHNOLOGIES [MN]
Authorized CompuServe training.
VI/MC US

MERCURY ELECTRONIC SHOWROOM [LM] ■ *
Cougar, Sable, Tracer, etc....
NA US/CD

MICROWAREHOUSE [MCW] ■ *
Hardware, software and equipment for PCs.
VI/MC/COD US/CD/JP/OT

MISSION CONTROL SOFTWARE [MCS] †
Software and accessories for the IBM, Amiga and Commodore 64.
VI/MC/CSH US/CD/JP/OT

MONEY'S FINANCIAL MARKET [MFM]
Personal finance tools from Money.
VI/MC/AM US

MULTIPLE ZONE [MZ]
PC and Macintosh equipment.
VI/MC US

MUSEUM OF FINE ARTS, BOSTON [FA] ■ *
Gifts and classic reproductions.
VI/MC/AM US/CD/JP/OT

MUSIC ALLEY ONLINE [MAO]
Mixers, synthesizers, keyboards, etc.
VI/MC/COD US/CD

N

NARADA PRODUCTIONS [NP]
Cassettes and compact discs.
VI/MC US

NEWSNET [NN]
Specialized business news database service.
NA US/CD

NORTHWEST NATURALLY [NW] ■ *
Gourmet foods and gifts.
VI/MC/AM US/CD

O

OFFICIAL AIRLINE GUIDES [OA] ■
Information on online services; air and hotel guides.
VI/MC US/CD

THE ORCHID SOURCE [OC]
Exotic flowering plants.
VI/MC US

P

PARSONS TECHNOLOGY [PA] ■ *
Financial and productivity software.
VI/MC/AM/DI/SC US

PAUL FREDRICK SHIRTS CO. [PFS]
Classic shirts from the tailor to you.
VI/MC/AM/DI US

PC CATALOG [PCA]

PC classifieds listings.
NA NA

PC/COMPUTING [PCC]

Save 58 percent and receive free gift.
VI/MC/DB US/CD

PC MAGAZINE [PM]

Save 54 percent and receive free gift.
VI/MC/DB US/CD

PC SOURCES [PC]

Save 45 percent and receive free gift.
VI/MC/DB US/CD

PENNY WISE OFFICE PRODUCTS [PW] *

Full range of brand-name office products.
VI/MC/AM/COD/DB/CSH US

PEPPERIDGE FARM [PF] *

Gourmet cookies, candies, gifts, etc.
VI/MC/AM/DI/DIS US

PETERSON'S CONNEXION [PX]

Online biographical profile.
NA US

PETWORKS [PT]

Professional pet supplies.
VI/MC/AM/DIS/CSH US/CD/JP/OT

PRICE MOTOR CARS [PRC]

Auto accessories and gifts of distinction.
VI/MC/AM/DIS US/CD/JP

THE PROGRAMMER'S SHOP [PS] *

Software for applications, programming, communications and more.
VI/MC/AM US/CD/JP/OT

PUBLISHERS CLEARING HOUSE [PUB]

Magazine subscriptions at low prices.
VI/MC US

PUSH PEDAL PULL FITNESS [PPP] *

Professional home exercise equipment.
VI/MC/AM US/CD/JP/OT

R

RENT MOTHER NATURE [RM] *

Nature's gifts, leasing programs, etc.
VI/MC/AM US/OT

S

SAFWARE COMPUTER INSURANCE [SAF] *

High-tech equipment insurance.
VI/MC US/CD/JP/OT

SEARS [SEARS] *

Electronics, home-office supplies, Nintendo and videos.
DIS/SC/CSH US

SHARON LUGGAGE AND GIFTS [SL]

Luggage, travel accessories and gifts.
VI/MC/AM/CSH US/CD/JP/OT

SHOPPERS ADVANTAGE CLUB [SAC]

Discount shopping club.
VI/MC US

SHORT SIZES INC. [SS] *

Apparel for the shorter man.
VI/MC/DIS US/CD/JP/OT

SIERRA ONLINE [SI]

Software games and more.
VI/MC/AM/DIS US/CD/JP/OT

SOFTWARE DISCOUNTERS INTERNATIONAL [SDI]

Software for a wide range of computers.
VI/MC US/CD/JP/OT

SOUNDS & VIDEO ONLINE [SO] *

Music on CD and cassette.
VI/MC/AM/DIS US

STATIONERY CENTER, THE [SC] *

Office supplies, furniture, etc.
VI/MC/AM/DIS/COD US/CD/JP

SUNGLASSES, SHAVERS & MORE [SN]

Famous-name sunglasses, shavers, clocks and pens.
VI/MC US/CD/JP/OT

T

TALL TAILS [TT]

Supplies and gifts for your pet.
VI/MC/COD US/CD/JP/OT

TRW CREDENTIALS [CRE]

Know the details of your credit status.
VI/MC/AM US

TSR GAMES SHOPPE [TSR] *

Adventure, fantasy games and accessories.
VI/MC US/CD/JP/OT

U

UNIVERSITY OF PHOENIX [UP]

Business degree program online.
NA NA

V

VITALSTATS [VS] †

Get the details of your driving record online.
VI/MC/AM US

W

WALDEN COMPUTER BOOKS [WB]

Computer books and accessories.
VI/MC/AM US/CD/JP/OT

WALTER KNOLL FLORIST [WK]

Plants, flowers and gifts via FTD.
VI/MC/AM/DI/DIS/DB US/CD/JP/OT

Y

YES! BOOKS AND VIDEOS [YB] *

A unique collection of books and videos.
VI/MC/AM US/CD/JP/OT

APPAREL/ACCESSORIES

AC Americana Clothing
AP Apparel Concepts for Men
BR Brooks Brothers *
CLC Camelot London Collection Lingerie
JCP JCPenney *
PFS Paul Fredrick Shirts Co.
SS Short Sizes Inc. *
SN Sunglasses, Shavers & More

ARTS/MUSIC/VIDEO

BN Barnes & Noble
RO Berkshire Record Outlet
BEM Bose Express Music *
CD CD Club *
DMS Discount Music Supply
LE The Laser's Edge
MAO Music Alley Online
FA Museum of Fine Arts, Boston *
NP Narada Productions
SEARS Sears *
SO Sounds & Video Online *
YB YES! Books and Videos *

AUTO

AL Alamo Rent A Car
AI Automobile Information Center
AQ Autoquot-R
BU Buick Magazine
FORD Ford Motor Co.
LM Lincoln Mercury
PRC Price Motorcars

BOOKS/PERIODICALS

BN Barnes & Noble
CS Computer Shopper
CK Create-A-Book
DB Data Based Advisor
GW Garrett Wade Woodworking Tools & Supplies *
DJ Dow Jones & Co.
MH McGraw-Hill Book Co. *
MC MacUser
MFM Money's Financial Market
PCC PC/Computing
PM PC Magazine

PC PC Sources
PUB Publishers Clearing House
SI Sierra Online
WB WaldenCOMPUTERbooks
YB YES! Books and Videos

BUSINESS/FINANCE

CF CheckFree Corp.
DR Dreyfus Corp.
DJ Dow Jones & Co.
INC A Guide to Incorporating
HRB H&R Block
TKR Max Ule Discount Brokerage
MFM Money's Financial Market
NN NewsNet
PX Peterson's Connexion
CRE TRW Credentials
UP University of Phoenix
VS VitalStats †

CLUBS/MEMBERSHIPS

CD CD Club *
DSI Discount Shopping, Inc.
SAC Shoppers Advantage Club *
PT Petworks

COMPUTING

BCE Boston Computer Exchange
BB Broderbund Software
CDA CDA Computer Sales *
ORD CompuServe Store
CE Computer Express *
CS Computer Shopper
TCS The Computer Store *
DA Dalco Computer Accessories *
DB Data Based Advisor
DM Direct Micro *
HTH The Heath Company *
LI Laptops Infinity
MF MacFriends *
MC MacUser
MW MacWarehouse *
MM Marymac Industries
MCW MicroWarehouse *
MCS Mission Control Software †
MZ Multiple Zone

PA Parsons Technology *
PS The Programmer's Shop
PCA PC Catalog
PCC PC/Computing
PM PC Magazine
PC PC Sources
SAF Safeware Computer Insurance
SI Sierra Online
SDI Software Discounters International
SV Springer-Verlag *
WB WaldenCOMPUTERbooks *

GIFTS/FLOWERS/GOURMET FOODS

BN Barnes & Noble
BH Breton Harbor Basket Co.
CC The Chef's Catalog *
CLC Camelot London Collection Lingerie
COF Coffee Anyone™ ???
CK Create-A-Book
FFS Florida Fruit Shippers
FS Flower Stop
GW Garret Wade Woodworking Tools & Supplies *
GIM Gimmee Jimmy's Cookies
HS Hammacher Schlemmer *
HI Hawaii General Store
FA Museum of Fine Arts, Boston *
NW Northwest Naturally *
OC The Orchid Source
PF Pepperidge Farm
RM Rent Mother Nature *
SL Sharon Luggage and Gifts
SN Sunglasses, Shavers & More
WK Walter Knoll Florist Garden

HEALTH/BEAUTY

BH Breton Harbor Basket Co.
CL Contact Lens Supply
RX Court Pharmacy
PPP Push Pedal Pull Fitness *

HOBBIES/TOYS/PETS

GW Garrett Wade Woodworking Tools & Supplies *
PT PetWorks

SEARS Sears *

TT Tall Tails
TSR TSR Games Shoppe *

INFORMATION/SERVICES

BX Boat Xpress
BCE Boston Computer Exchange
ORD CompuServe Store
MN Mentor Technologies
SAF Safeware Computer Insurance
CRE TRW Credentials
UP University of Phoenix

MERCHANDISE/ELECTRONICS

BR Brooks Brothers *
CC The Chef's Catalog *
ORD CompuServe Store
RX Court Pharmacy
DSI Discount Shopping, Inc.
HS Hammacher Schlemmer *
HTH The Heath Company *
JCP JCPenney *
SEARS Sears *
SAC Shoppers Advantage Club
SN Sunglasses, Shavers & More

OFFICE SUPPLIES

BO Boyd's Office Supplies *
DA Dalco Computer Accessories *
DM Direct Micro *
EX Executive Stamper *
HT Home Tech Depot
PW Penny Wise Office Products
SEARS Sears *
SC The Stationery Center *

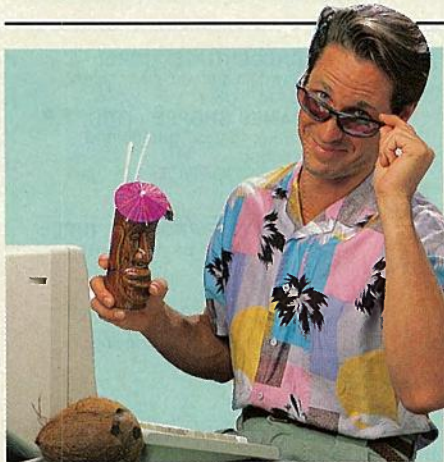
SPORTS/LEISURE

HS Hammacher Schlemmer *
PPP Push Pedal Pull Fitness *

TRAVEL/VACATIONS

AE American Express
AF Air France
HI Hawaii General Store
OA Official Airline Guides
SL Sharon Luggage and Gifts
SN Sunglasses, Shavers & More

Shop The Mall Connect-free Every Day of the Year!



Win a \$1,000 CompuServe Usage Credit in The Mall's Your Number's Up! Contest.

Enter The Mall's Your Number's Up! contest anytime for six weeks through Oct. 13 for your chance to win one of hundreds of exciting prizes, offered by Electronic Mall merchants. Everyone who enters is automatically eligible for the grand-prize drawing on Oct. 27 for a \$1,000 CompuServe usage credit, too. Plus, one lucky winner will be awarded a bonus prize each week. The Electronic Prize Showcase will be available online through Oct. 27. Complete rules online. GO MALL

Narada recommends *In the Garden*.

New from Narada is *In the Garden*, the fifth release from the gifted acoustic duo of Eric Tingstad (guitar, mandolin) and Nancy Rumbel (oboe, English horn, ocarina). A portion of the proceeds from *In the Garden* will be donated to the National Gardening Association, the Center for Plant Conservation and the Seed Savers Foundation. CD version includes a bonus photo booklet.

From Narada Productions. GO NP

\$12.95 for CD

\$9.95 for cassette

Shop CompuServe Store's annual Fall Sale.

CompuServe Store's annual Fall Sale is underway! Super fall bargains include:

CompuServe wristwatch, list price: \$29.95

Fall Sale: \$12.50

CompuServe Information Manager software for members, list price: \$25 with a \$25 credit

Fall Sale: \$15 with a \$15 credit

CompuServe Information Manager: The Complete Sourcebook, list price: \$19.95

Fall Sale: \$17.95

From CompuServe Store. GO ORDER

GO 99 and Find It Fast!

Go online to order items pictured in *Go Mall* by typing 99 after any Mall Merchant's GO command. For example, select an item featured on the cover, type the merchant's GO command followed by 99 (i.e., GO HS99) and zip to a list of featured products.

The price is right ... most of the time.

All prices mentioned in *Go Mall* are the most accurate prices available at press time. However, occasionally a printed price will be out of date.

Go Mall, published monthly in *CompuServe Magazine*, is a shoppers guide for The Electronic Mall, a service of CompuServe Incorporated. For more information call 614/457-8600.

A. Order holiday cards online from Museum of Fine Arts, Boston.

Shoppers can now request a free copy of Museum of Fine Arts, Boston's Holiday catalog online. It features dozens of holiday card designs for Christmas and Hanukkah, all of which can be ordered online. Pictured here, and an exceptional value, is the Christmas Collector's Assortment. Containing up to 12 different images, published by the Museum in past years, each box includes 48 notecards with envelopes. Originally valued between \$24 and \$26, this assortment is only **\$11.95**. **\$10.75** for Museum members.

From Museum of Fine Arts, Boston. GO FA

B. JCPenney fashion comes to life.

The JCPenney Christmas '91 Catalog is now available online. Order your copy today for hundreds of pages of exciting holiday clothes, great gifts and a super selection of toys. Find something for everyone on your list plus an array of beautiful holiday decorations for your home. Even Santa doesn't have a selection like this! Order your copy for only **\$4** and receive a \$5 merchandise certificate to use toward your next purchase.

From JCPenney. GO JCP

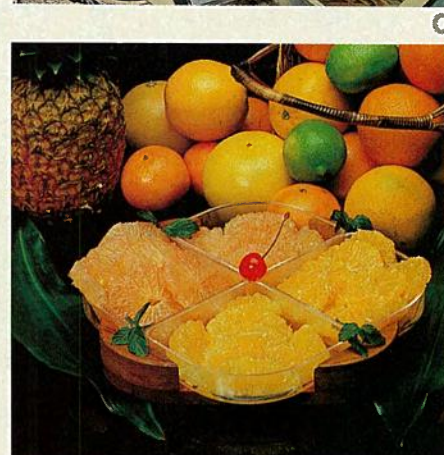
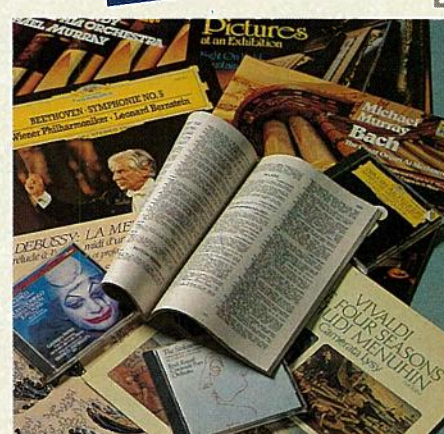
C. Berkshire Record Outlet Offers Free 6,000-Title Catalog.

Music fans around the world can request a free copy of Berkshire Record Outlet's catalog online. A true treasure trove for classical music lovers, the catalog boasts more than 6,000 listings on either LP, cassette or CD. Most of the titles are close-outs and overruns from foreign and domestic labels and all are offered at a fraction of their original prices.

From Berkshire Record Outlet. GO RO

D. Save 10% at Florida Fruit Shippers.

At Florida Fruit Shippers, the early bird gets the savings. Thanks to mild temperatures and good rainfall levels during the growing season, Florida Fruit Shippers is preparing for what promises to be a bumper harvest of oranges and grapefruits. To kick off the 1991-92 shipping season, FFS will take 10% off all orders placed Oct. 1—Nov. 15, regardless of the desired arrival date. Shipping begins in early November and continues through mid-May. You can place your orders for all upcoming holidays—Christmas, Valentine's Day, even Mother's Day—today and take advantage of this 10% sale. Remember, shipping and handling is always free within the continental United States and eastern Canada. For super savings on Florida's finest, GO FFS.



Shoppers Guide

GO CLASSIFIED
For Hundreds of Listings

CLASSIFIED

REAL ESTATE - AUTOMOBILES
TRAVEL - EMPLOYMENT
SERVICES - ELECTRONICS

Music by Modem

WORLD'S LARGEST ON-LINE AUDIO COMPACT DISC CATALOG

- Discount Prices
- Free Shipping for orders of \$100 or more
- Fast Delivery

Modem: 408/730-9015 8-N-1
300-1200-2400 BAUD

COMPACT DISC CONNECTION

Voice & Fax: 408/733-0801

VISA MasterCard

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AMERICAN INSTITUTE
COMPUTER SCIENCES

CHADWICK UNIVERSITY offers B.S. and M.B.A. programs in Business Administration. All courses by correspondence. Increase your earning power. For more information call 1-800-767-2423.

CHADWICK UNIVERSITY

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GarrettWade Woodworking Tools On-Line!



GO GW to order our print Catalogs...

Woodworking Tool Catalog: 224 full color pages of tools from the USA & around the world, plus tips on tool selection, use, & maintenance

Classic Hardware Catalog: 48 full-color pages of the finest brass furniture hardware

Both are FREE to CompuServe subscribers

Turn A New Leaf

For your free booklet, write: Tree City USA, The National Arbor Day Foundation, Nebraska City, NE 68410.

The National Arbor Day Foundation



Advertiser's Directory

American Institute	59
Bridgewater Court	27
Barnes & Noble	1
Checkfree	Cover 2
Classifieds	59
Compact Disc Exchange	59
Computer Store	42
Disclosure	33
Discount Shopping	26
Disney	41
EMC	43
Garrett Wade	59
IQuest	39
Information Access	25, 27
McGraw-Hill	46
Money Magazine	5
Mentor	Cover 3
New England Business Services	36
Official Airline Guides	28, 29
Pennywise	46
Peterson's	26
Quick & Reilly	38
Sears	36
Shoppers Advantage	9
Spear Financial	32
Support Group, Inc.	22
Supra	Cover 4
Swiss Army Knife	37
University of Phoenix	22

Guidelines to Requesting Information Through OLI

Online Inquiry

Online Inquiry is *CompuServe Magazine's* electronic version of the traditional reader inquiry card. To request additional information about products or services described in *CompuServe Magazine*, simply access CompuServe and type GO OLI at any prompt.

CompuServe Page OLI-1
COMPUSERVE MAGAZINE ADVERTISERS
ONLINE INQUIRY (OLI)

1. OLI Instructions
2. CompuServe Magazine Display Ads
3. Print Edition Reviews
4. Shopper's Guide Mini-Ads

Display Ads

GO OLI-160. Inquiries to this section will be followed by a brief description of the *CompuServe Magazine* ad. To request additional printed information, simply enter your name and address at the prompts. OLI

will add your User ID number and electronically forward your request to the appropriate advertiser(s). The names, addresses and User ID numbers will also be forwarded via US Mail at the end of each month.

CompuServe Page OLI-160
COMPUSERVE MAGAZINE ADVERTISERS/OLI

1. Sept. 1991 Advertisers
2. Aug. 1991 Advertisers
3. July 1991 Advertisers

Shopper's Guide

GO OLI-70 to get information about *CompuServe Magazine's* mini-ad program.

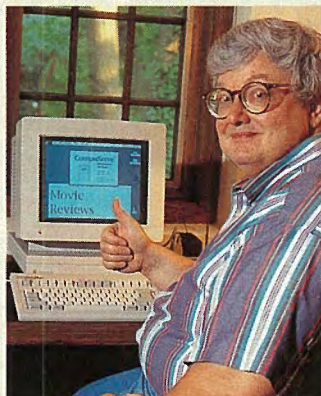
To request information from Shopper's Guide advertisers, follow the instructions outlined in each ad.

CompuServe Page OLI-70
SHOPPER'S GUIDE

1. About Shopper's Guide
2. Rates and Information

***Note:** Additional requests during the same session will not require you to re-enter your name and address.

UPDATE



Thumbs Up for Ebert Reviews

Don't go to the movies or rent another video until you've checked Roger Ebert's Movie Reviews online. For critical reviews of many of the best and worst movies of the past and present, GO EBERT.



Mutual Fund Monitor

Money magazine's FundWatch Online service will be surcharge-free through Oct. 31, a savings of \$15 an hour. Use FundWatch to obtain information, ranging from load fees to risk ratings, on more than 1,700 mutual funds. Standard connect-time charges remain in effect. To use FundWatch to find the best performing funds, GO MONEYMAG.

Save on use of Database Plus reference products. First-time users of Computer Database Plus (GO COMPDB), Business Database Plus (GO BUSDB), Magazine Database Plus (GO MAGDB) and Health Database Plus (GO HLTDB) will receive up to a \$5 rebate for surcharges incurred during their first session in October. Finding full-text articles and summaries of articles from leading consumer and trade magazines is quick and easy, and articles can be downloaded for offline review.

Get behind the screen of CompuServe's new Automobile Forum for information on everything from car insurance to maintenance, safety, technical trends and more. If you're thinking of purchasing a new car, visit the Automobile Forum before you buy and talk it over in the "Car Buying" Section. Collectors can connect with other enthusiasts in the "Collectors' Corner" or scan messages in "The Swap Shop" for hard-to-find vintage parts; and grease-monkeys, ranging from novices to master-mechanics, can find help in "What Ails It." Long-time car enthusiast Shel Hall (76701,103) is the primary sysop. To take the Automobile Forum for a test-drive, GO CARS.

Engineers and other design professionals can enhance their productivity through the Engineering Automation Forum. This new service is managed by LEAP, the League for Engineering Automation Productivity, and deals with issues ranging from Computer Aided Design, to management and education. For the latest news and industry gossip concerning engineering automation and productivity, GO LEAP.

Learn a new home skill in the Crafts Forum, or share your knowledge with other members. The Crafts Forum specializes in home crafts and offers message and library sections on knitting, crochet, weaving, spinning, sewing, quilting, stitchery, surface design, woodworking and more. Susan Lazear (76702,1664), who operates her own home business combining crafts and computer design, is the sysop. Kathy Morgret (76702,1665), an avid craftsperson who has been knitting since the age of six, is the assistant sysop. To share your crafts skills with others, GO CRAFTS.

Use IQuest for business and save during October. Use IQuest's ABI/Inform to find summaries of articles from major business and management magazines and pay only \$2 per search in October, a savings of \$7 off the normal search charge. Or, get full-text articles, published in the *Harvard Business Review* since 1976, and save \$15 off the normal \$19 search charge. All other IQuest charges remain in effect. GO IQUEST.

NEXT MONTH • Power Shopping: The Consumers' Revenge • French Formula: Meet the Woman Who Made ACIUS a Success • Across Library Searching: A Time-Saver Whose Time Has Come • Selling Stock: Knowing When to Say When • Doing Business in Japan: Member Tips • Demographics Made Easy: A Numbers Story

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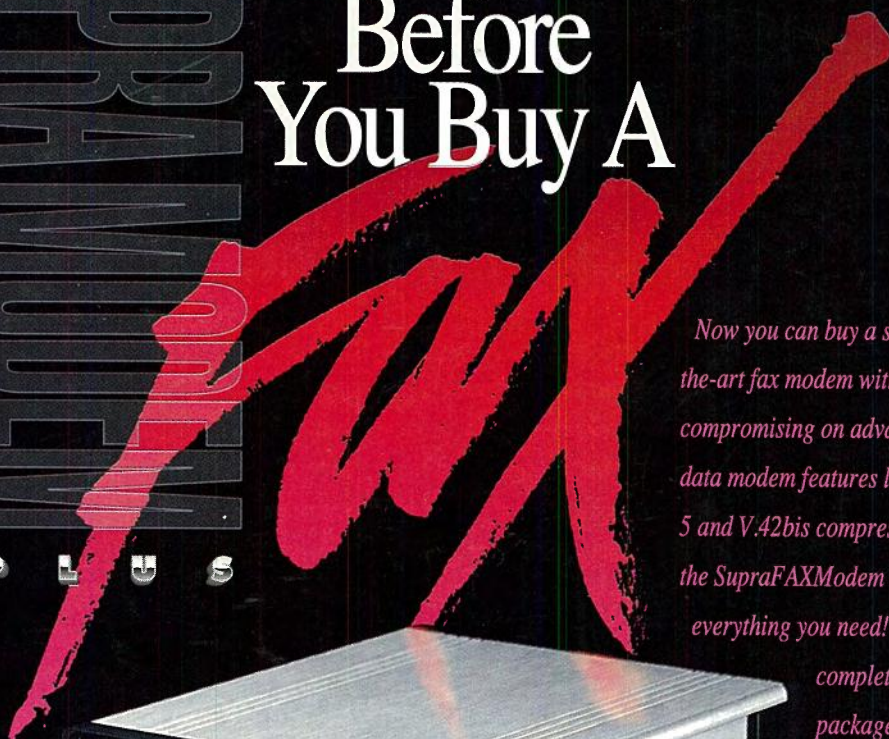
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